

This file contains the complaint logs for the state of New York for the period of June 2002 to May 2003

June 2002

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
8604	05/30/02	11	Customer wrote : "I have a complaint about a female operator. I asked her if she knew how to do a VCO-VCO call, she typed back "yes", she connected the call, typed "hello", and then never typed anything else. The call then got disconnected. Was unable to reply to the VCO user - due to a technical problem the call switched from F1 to F2 so whatever I typed would not go through. The VCO user then disconnected the line due to lack of response related to the tech problem "	06/04/02	Discussed this complaint with the operator when she returned to work. Reviewed VCO-to-VCO processing with the operator and urged her to follow the instructions in the PRG exactly.
8599	05/24/02	9	Customer feels that the policy of operators typing everything they hear is poor customer service. Tried to explain relay's policy of typing everything heard but the customer was too upset.	06/14/03	Talked with the operator and verified that the customer was angry with her only for typing his background comments. The operator did job correctly.
8000-n	05/31/02	3	The customer complained that operators were not honoring his ID choices. Escalated complaint to State Consumer Protection Board.	06/28/03	New York relay service Relay Ambassador worked with the customer to explain COC process. He sent in a form and should not have any other issues. The customer was told he could also instruct the operator at the beginning of each call that his COC is Verizon. Note : the customer has circled ATT on his CDB form, yet his letter says Verizon. Relay ambassador confirmed in a letter to the customer that ATT was marked in his CDB file.
8606	05/31/02	21	Customer says the operator would not complete the customer's call because of static. The caller just did it themselves and there was no static. Thanked the customer for letting us know and her comments wld be reviewed with the operator.	06/24/03	Coached the operator to let voice know about static and how the customer could not hear, implying a bad connection. Reviewed procedures with the operator to notify customers of technical difficulties with completion. The operator will comply.
1972	06/05/02	3	VCO customer was upset that operator would not repeat info that had occurred earlier in the conversation. VCO to voice call and voice had hung up. VCO said other operators would do this as they were nice and helpful. I apologized to customer for inconvenience and explained that operator was indeed following Relay protocol when stating that the info was no longer available. Customer was not satisfied and disconnected	06/05/02	No follow up necessary CA followed procedure.

3069G	06/08/02	1	Customer states: He gave agent the number he wished to call but she didn't understand him. Agent told customer she wanted him to verify the number but it came across garbled. Each time she typed. Customer said agent proceeded to dial the number before confirming it was actually what he had said. It ended up being a wrong number. Customer conformed that he has been having trouble with his VCO phone but says the agent should have checked with him before dialing since she was unclear. CRS response: I apologized to customer for the inconvenience and agreed to provide the info to the Relay center supervisor. Customer requests a follow up.	06/08/02	This agent called me over to observe this call because the VCO user kept talking whenever the agent was typing to him. He would not wait for the GA before speaking. He must have told the agent to verify the number during the time she was typing and could not hear him. After the call was placed he said he was calling "double 4" but it sounded like "74" when he said it. Agent typed to the caller explaining how he needed to wait for the GA before voicing but he never would wait. 6/18 - I emailed customer explaining he must wait for 'GA'. - MB Mothersell
3069G	06/08/02	3			
3069G	06/08/02	11			
1977	06/08/02	3	Caller was upset that the CA would not dial the number from Directory Assistance. Apologized to the customer and affirmed that the CA is to dial the number from D.A. if asked.	06/08/02	Informed CA that they are allowed to dial a number from DA even if DA disconnects and the VCO / TTY requests 'dial that number' CA now understands this variation.
3075G	06/10/02	29	customer is upset that many times her NY relay calls are cut off during the middle of the conversation. When she touches the space bar the signal light will go off and the call is disconnected, so she has to redial to connect back to NY relay. The last agent ID # she has is but it happens many times over and over. She also commented that the Relay announcement is very misleading and causes persons she calls to hang up on her. She suggests that the service better publicize the Relay service and do a better outreach to inform the community. She said her local newspaper in Lockport NY did not even know about the service. She has updated her database to read 'read announce calls this a cal from Dorothy Fidanza a deaf person' but still has problems with connecting.	06/14/02	CS response. I thanked the customer for taking the time to report this problem and told her hat I would send the report to the acct manager regarding future outreach in state of NY. The complaint will also be forwarded to the NY call center to investigate a possible technical causing disconnect with agent. The customer does not request further follow up . Discussed the disconnect either operator. Cautioned her to be extremely careful in disconnecting. The operator does not remember this call, but is one of the most experienced operators at NYRS. This is perhaps a technical problem with customers TTY.
3077G	06/11/02	9	Customer asked the agent to dial a number and ask for Diane. Customer reports that the name of the co is Advance mail. The operator misunderstood and typed Nancy Michelle. The agent did ask for Diane, but when she answered the phone she only said Hi. The customer says the agent must not have typed everything because her daughter always says "hi mom". I apologized that the agent misunderstood the initial greeting and possibly didn't type exactly what her daughter said when she answered the phone. I told her I would document her complaint and forward it to the call center where the agent is located for follow up with Supervisor. The customer does not require follow up.	06/11/02	Informed the agent to be more mindful of what is being said.

8613	06/11/02	0	I am not happy with your service a few minutes ago - I wanted to use relay service and contacted it and gave the number to dial but what the worker typed that was garbled. I was not able to read but asked the worker to repeat what it said. I was waiting for the response for a few minutes, it was obvious that worker left my call. Apologized to the customer . Customer does not want a follow up only "for service to be improved to serve deaf people"	06/14/02	Coached the operator in regards to complaint. Explained to her always needs to contact a supervisor when experiencing difficulty with calls.
8612	06/11/02	17	Caller was upset with rudeness of operator. Caller operates a multi-line switchboard and asked operator several times to hold finally operator took a deep breath and said yes loudly. Supervisor apologized to caller and assured her that operator would be spoken to. Customer seemed satisfied.	06/11/02	Operator explained that the voice party was very impatient with relay operator. Operator does not feel that she was rude in any way. Operator had to relay message to TTY "can you hold please" each time voice put them on hold and switchboard operator was not polite.
3093G	06/18/02	26	Customer having a garbling problem. Relay agent cannot read what is being typed to her. Apologized to the customer for the problem and let her know a trouble ticket was being opened for resolution. Customer did not request a call back.	07/18/02	NY Tech worked with customer and verified her calls were garbled only in Turbo Code. Turned off Turbo Code, made several test calls and branded as IICO, no Turbo Code. Account Manager to send customer calling card.
8621	06/21/02	5	Customer complaining that worker disconnect without reason. The customer was not finished. Thanked the customer for calling and informed customer the matter would be reviewed by the supervisor and a follow up letter would be forwarded back to him explaining what happened. The customer was satisfied.	06/21/02	Team leader held a discussion with operator about the call and asked if any technical problems or ACII may have caused the disconnection. Operator said she did not hang up on any customer and does not recall anything during her shift that may have contributed to the call being disconnected. called customer and left msg. Sent letter to the customer. MB Mothersell
3113G	06/24/02	6	TTY customer reports that agent spelled incorrectly called regarding possible job agent did not spell address correctly for resume to be sent examples given: highway spelled high way parkway spelled parkway. Apologized for problem encountered advised complaint would be forwarded to supervisor. Customer requests contact.	07/01/02	Coached the operator on verbatim transcription an detention to all details including spelling. Called customer 3 times and no answer.
2001	06/27/02	21	Customer was upset that the operator would not provide him w/ info from the call after outbound hung up. Also said he is generally very happy with relay. I explained to him the policy on not divulging info after a call is completed. He did not like it, so I referred him to the NY account manager. Customer was okay with this.	06/27/02	Customer accepted the NY account manager # and will contact them if needed.
3123G	06/28/02	0	Customer reports he has been using the NY dedicated VCO number for the past year and indicates that 90 percent of the time he receives a recording that all operators are busy. Customer would like to know if there is a staffing problem or if there is a high volume of calls and if so when will these issues be addressed so his calls can be answered in a more timely manner.	07/24/02	Attempted to call Mr. Geyer several times and was unable to reach him.

8627	06/28/02	0	"I think it is operator's fault. There was no live person and they said, What do you want? Then when I typed GA they did not respond and waited for two minutes." Thanked the customer for the comments and said they would be reviewed with the operator, who would be coached on a quick response time.	07/03/02	Reviewed customer's comments with the operator and coached on speed of response. Not enough info from customer. Operator followed procedures.
3128G	06/30/02	2	TTY reports that customer database notes indicate when dialing out to this customer wait for interrupt the answering mach customer is home many times but answering mach picks up she will pick up after relay types to her.	06/30/02	Apologized to customer, who did not request contact.

July 2002

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
8628	07/05/02	17	Voice caller advised was calling from Philippines to NYC to check on sister, had called in advising the operator who she was, who she was calling and spelling names. Operator told her "We know how to spell here" 2nd incident with spelling came up, operator summoned a supervisor. Supervisor apologized and caller requested a different operator, supervisor changed operator and customer seemed satisfied.	07/05/02	Met with operator immediately. Coached her and discussed ways to handle "difficult" customers. Reviewed transparency and customer service procedures in a professional manner.
8335	07/12/02	29	Complaint not directed toward operator - Customer complained that branding did not work - was not effective. Customer wants a call back to let them know that the problem is fixed. Customer service processed a new software release which caused this problem and supervisor obtained trouble ticket 03995694 from customer service.	07/12/02	No such ticket exists. Unable to reach customer. Unable to follow up.
8640	07/16/02	21	TTY user said "I think this operator was the worst I ever had. She was to slow and had to keep redialing to hear the taped msg. It took me 10 minutes to do what would have taken a hearing person 1 min to do." Customer was satisfied that ACU took matter seriously and like approach to coach her.	07/16/02	Operator explained that she did have difficulties processing a request to get message from a mailbox because the option to replay the message was not working while the message was playing. She had to wait until the message had played in its entirety. Operator apologized for the inconvenience.
8639	07/16/02	17	TTY user sated the operator was rude and "challenged" me with questions upon making a call and reaching an answering machine. Also said 'I do not appreciate her performance' and should not have to make extra effort by calling back to place other calls. Thanked customer for calling back to discuss and assured it would be handled immediately.	07/24/02	Operator did not remember call. Was reminded to be professional and polite at all times.
3177G	07/17/02	32	Customer unable to reach NY relay 900# tried three times no answer. Customer has been able to reach it before. Apologized to customer for problem advised trouble ticket would be entered for relay tech research. TT292691	07/17/02	TROUBLE TICKET results - no calling from # I can not call customer. or trouble shoot I'll tell CS I need info and new ticket. - Closed
6013X	07/18/02	5	Customer called in and expressed that agent dialed a number incorrectly. She used the wrong area code. When customer told her it was wrong she hung up on the customer. Thanked the customer and explained that this would be faxed to appropriate center for follow up.	07/24/02	Followed up with CA. Ca was adamant that she did not and could not hang up on a customer except in a situation when SKSK was given from the IB TTY. Coached her to be more careful.
3194G	07/21/02	29	Customer reports experiencing problems connecting to Sprint Internet Relay. Customer tried 5x to connect always receiving poor message "due to internal error Sprint Online apologizes we are unable to complete your request" Apologized for problem encountered advised TROUBLE TICKET would be fwd to relay tech. Customer did not request contact. TROUBLE TICKET 299181	07/22/02	TROUBLE TICKET results - There is a limited amount of port that are available to use though IP relay. There are plans for more, but at the time it is limited. Test calls this morning using IP relay have completed without any problem. Unable to follow up with the customer.

2060	07/25/02	5	Customer was angry because he was hung up on twice. Both times by the same CA. He also says he cannot connect to NY 900 relay. I thanked the customer for the info and assured him that the CA would be talked to. I also offered him MN 900 access as an alternative to New York's.	07/30/02	Discussed issue w/ CS rep. There were issues with how the call came into the CS position. The CS rep did not intentionally disconnect the calls. The CS rep did complete a TROUBLE TICKET and customer contact.
2060	07/25/02	17			
2060	07/25/02	32			
3204G	07/25/02	24	Customer has been dialing a 900 number and get a recording you r call cannot be completed as entered. He has tried using his cell phone with no luck. Has called LEC to ensure there are no restrictions at that level.. I apologized to the customer for the inconvenience this may have caused. I told the customer I would open a TROUBLE TICKET for relay techs to investigate. I told the customer I would fwd to the acct mgr. Customer does not require follow up. Incident # 1000309500	07/26/02	Ticket closed on 7/26/02 as technician was unable to duplicate complaint.
8650	07/26/02	26	TTY user said that when the operator typed a phone number she was missing a digit each time she typed it. Said 'she's playing by missing the number". Supervisor offered to dial back to obtain phone #. Upon typing it the first time the TTY user asked supervisor to repeat which I dial. Then she said "supervisor you are doing the same thing" and hung up seemed to be a garbling problem.	08/05/02	Spoke with operator- problem was garbling.
3207G	07/26/02	5	Caller said agent hung up on him before he completed his calls. Caller redialed to NY Relay and got the same agent again. Caller asked for another agent and agent gave him attitude telling customer to hang up and redial again for another operator. Caller felt this was not proper behavior. Apologized to the customer and then know a complaint would be fwd to the supervisor at the agent's location. No follow up needed.	07/30/02	I Coached the operator of handling customers. Operator understood procedure entirely.
12606	07/27/02	8	Callers states that the agent caused the voice person to disconnect on the TTY user because of very poor attitude. I apologized to the caller for the inconvenience and informed them that this info would be fwd to the agent's supervisor. Customer would like contact regarding his complaint.	07/30/02	I coached the operator on the proper procedure of handling this type of call. Operator understood entirely. Attempted to reach customer left no message as there was no machine. Sent email. - MB Mothersell
12606	07/27/02	17			

2063	07/27/02	5	TTY user was very upset with CA 8303M after taking over a call from CA 8394F> TTY user indicated that CA proceeded to interact with his hearing partner on a personal basis including asking if he wanted to meet somewhere. The CA continued to speak to the hearing person after the TTY user disconnected and then when hearing person informed the CA that he did not appreciate the comments and asked who the person was the CA said 'china man' and disconnected immediately. Customer said "but relay male chat to hearing partnership wrong, he cannot do that" and his hearing partner was 'shocked that relay can do to speak to him he is not appreciate for relay". I apologized for the incident and indicated I would fill out the complaint form and pass it along to the appropriate personnel for follow up. I thanked the customer for bringing it to our attention and apologized again. Per customer's request I provided the name, number and email address for the NY account mgr. He gave his email, 2 way pager, and TTY number and wishes to be	07/31/02	Coached operator on proper procedures in call processing regarding transparency. Appropriate action has been taken. Operator will now comply. Followed up with customer and informed him that I would take care of it and was very sorry. Customer was satisfied. - Sydney Thomas Attempted to reach customer via phone. Sent email. - MB Mothersell
2063	07/27/02	17			
2063	07/27/02	21			
8652	07/27/02	5	TTY customer called and complained that the female Relay operator hung up on him. He told the operator to hold while he looked up a phone number. When he came back it was disconnected. TTY user wants a call back on the resolution. Thanked the customer for calling and bringing this to the supervisor attention. This would be documented and fwd to the appropriate person.	07/27/02	I assisted the CA with this call. She had requested to terminate the call due to not receiving another [h number for 3 minutes, which is policy. Attempted to reach customer 3x. Unable to reach customer - closed. MB Mothersell
8623	07/28/02	26	Message was continually garbled. Said operator did not know how to process VCO calls. She (VCO user) did not want to give any info on self. Apologized for the inconvenience of garbled messages - technicality. Will inform GM of the issue of operator not knowing how to process VCO calls.	07/28/02	Team leader reviewed complaint and VCO procedures with operator.
8653	07/28/02	26	Message was continually garbled. Said operator did not know how to process VCO calls. VCO user did not want to give any information on self.	07/28/02	Apologized for the inconvenience of garbled messages - technicality. Will inform GM of the issue of operator not knowing how to process VCO calls. Team Leader reviewed complaint and VCO procedures with operator.

August 2002

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
3226G	08/01/02	29	Customer is trying to place a domestic LD call but is getting a received international calls not allowed for our number. I apologized and fwd info to acct manager advised I should open a trouble ticket for Syracuse tech to resolve. Spoke with Verizon who placed direct test calls and call went through fine. Incident # I000321792 Customer requires follow up.	08/01/02	Tech did test calls that worked from test position acct manager called customer twice and he hung up on AM twice. When asked to please call tech so test could be performed he refused. Tech to try once more. Tech able to reach customer asked customer to make another call. he did so and it rang through with no recording. Ticket to be closed with customer to follow up if problem develops again. Nothing was changed at Sprint perhaps Verizon made a change.
3228G	08/01/02	24	Customer is trying to place a call through NY relay service to Israel and the call would not go through. Verizon is chosen as the COC and the agent gets the red box banner stating this combination of calls is not allowed, Invalid country code. The numbers to Israel are working numbers. CS rep set up the call from the RCS dept and the same the happened exactly as the customer had stated. The red banner showed and would not allow the call to go through. Rep apologized for the problem and assured that a TROUBLE TICKET would be issued to investigate further. TROUBLE TICKET I000322391. Customer did request a call back when problem is fixed.	08/07/02	This was a fax number.
3236G	08/03/02	21	Customer very upset that he was not aware of his rights to choose any long distance carrier for his relay calls. He received defaulted Sprint charges on his bill because he did not indicate who his LD provider was at the time. He placed the calls. I apologized and updated the customers database profile for both lines in his home with his correct carrier of choice Verizon. I told the customer I would mail him conformation of that and would also document his complaint and fwd it to the account mgr. The customer does require follow up.	11/08/02	Phone number disconnected. Unable to reach customer. Sent him brochure and calendar info.
8658	08/03/02	33	TTY user complained as follows - "We the deaf consumers who use relay services are not aware of the rights of long distance provider choices. We do not know how it works or how to change a carrier of choice for long distance calls. We also do not have info on what Sprint charges if no other carrier is selected. This is the result of no public relations info being provided." Consumer stated that Sprint billed them \$132 for a call to Canada. Also requested that Sprint notify and explain in writing within 30 days of such procedures. Said "I recall there is regulation with PCS and FCC stating that new info or changes" They are required to disseminate to consumers who use relay service."	08/03/02	After getting an email address the TTY user said they didn't want upper management to harass them since the operator already answered their question about whether consumers can request to bill calls through other carriers. TTY user satisfied and wanted this info to be written down so the PCS and FCC would read it.

3254G	08/07/02	29	NY VCO user unable to make an LONG DISTANCE call to PR to his sister. He receives "We're sorry international direct calls can not be completed from this phone." Customer has been in contact with relay techs and problem was fixed but is happening again. I apologized to the customer for the problem and agreed to enter a new TROUBLE TICKET for the problem. Customer would like contact. TROUBLE TICKET 333328	08/01/02	TROUBLE TICKET results - changed COC and notes to "all others" until we can make calls at any - center using Verizon as COC. Notified customer.
3257G	08/08/02	8	Customer received a message from relay but could not understand the two most important parts of the message the callers name and the callers phone number. The customer is very upset that now he will not be able to return this persons business call. I apologized and told the customer I would document his complaint and fwd to the call center where this agent is located for follow up with the supervisor. Customer does not require follow up.	08/11/02	Operator has no recollection of this call - she usually exercises clear speech when relaying calls. Reminded operator to be especially careful voicing messages.
8661	08/09/02	14	Customer upset because operator could not tell him how the person sounded after the call was disconnected. The policy should be changed. Also never received a call back a year ago when he made a complaint.	08/09/02	Thanked the customer for letting supervisor know. Explained that once the call disconnected the operator does not have any info. Suggested in the future to let operator know to type how voice person sounds to make sure it included. Customer wants a call back to see if this can be changed. The operator did follow policy. Unable to reach customer. Customer did not return the calls. - MB Mothersell
12647	08/13/02	29	I spoke with customer service Verizon and tied calling the number directly. The problem is with the relay service. I can't get through to my family in India using Verizon and calling through the relay service. Apologized to the customer for the inconvenience and informed the customer that I would enter a TROUBLE TICKET to have the problem corrected. TROUBLE TICKET 365271	08/13/02	TROUBLE TICKET results - Unable to contact supervisor for from number as there is none to work with. - Closed
3272G	08/13/02	29	Customer called stating that when making calls from a particular number the calls are not completed. The two instances he had were through operator 9707 and 7913. The customer said they str in an area code transition from 716 to 585 and after the 17th the 716 area code will no longer allow calls to be made to those numbers. Both the calls were attempted from the number and were TTY to voice calls.	08/17/02	Explained to the customer transition was taking place. Calls can now complete.
3275	08/14/02	17	Operator was very rude after my call I asked her about if she knew what I meant. Her response was have no info sksksk. I was very upset it was like a slap in my face. This is not the proper way to treat a customer. I verified that she was asking a punctuation question and nothing to do with the call that she had made. I apologized to her for the operators response and let her know I would write this up and fwd to the appropriate center. Customer does want contact with a resolution	08/14/02	Met with operator. We reviewed the proper procedures and TTY etiquette together. Operator understood the discussion. Attempted to call customer. Unable to reach. - MB Mothersell

3280G	08/15/02	5	Customer states that this agent did not type out the whole message when he reached an answering mach. The agent just typed "answering mach" GA. Then after he did leave his message the agent disconnected the line and did not come back to him for his next call to be made. thanked the customer for letting us know and assured that we would send a complaint so that the issue would be investigated further.	08/21/02	Met with CA. She does not remember the call, however, if macro is used it states answering mach hung up, not just answering mach. CA will try to be more careful in the future.
3280G	08/15/02	18			
12660	08/16/02	5	Customer stated that they wanted to know if a TTY or a fax machine had been reached but the agent did not respond. Customer hung up after there was no response. Apologized to the customer for the inconvenience and informed him his complaint would be documented and the agent would be addressed.	08/24/02	Operator did not remember this call. Said she would have responded if asked a question. Operator was reminded to respond to all questions.
3282G	08/16/02	17	Customer reports that the agent was rude when explaining the agent could not repeat what the TTY user had typed. Agent had attitude agent sighed each time she could not repeat. Customer on cell phone and requested conversation be repeated. Supervisor spoke with customer and provided Relay guidelines regarding repeating. Customer requests contact regarding what training agent will receive.	11/25/02	Account manger followed up with the customer. - MB Mothersell
3288G	08/17/02	5	Customer called stating when trying to reach a number there was an answering mach. He asked the operator to redial and all he saw was 'answering mach playing' there was no GA ever given he believes the operator may have hung up on him. Thanked the customer for calling in and let him know that I would write this up and fwd to the appropriate center. Customer does want contact with resolution.	08/19/02	CA does not remember this call ever happening. CA does know redialing to answering mach policy. Emailed customer - MB Mothersell
8937	08/19/02	3	VCO customer said operator would not answer technical question regarding equipment during a call. The party (OB) hung up because of the delay in the call. VCO said the operator ignored her questions. ACU apologized for any inconvenience it caused her. No follow up necessary.	12/02/02	Discussed call with CA. Coached them to remember to offer customer service as an option when equipment questions arise. They agreed to do this in the future.
8663	08/19/02	17	Customer said operator was rude. Had a terrible attitude. Speaking nasty to the customer. Also not nice to the TTY user. Apologized to the customer for the service received. Thanked them for calling and giving us the info. Informed customer that this matter would be looked into and complaint fwd to admin staff. Asked customer if she wanted a follow up letter and she said no she was satisfied.	08/19/02	Checked the Rockwell and this operator number does not belong to anyone. Customer must have given wrong number. No follow up discussion could be done.
3297G	08/20/02	26	Customer has been dealing with a relay tech on some garbling issues she is experiencing with the service. Tech advised customer if problem continues to report agent id numbers. Customer called to give two ids of 8084F and 8449F. I apologized and said I would open a TROUBLE TICKET. Customer requires follow up from acct mgr. TROUBLE TICKET I000357754	08/23/02	TROUBLE TICKET results - Followed up advised to have TTY looked at or repaired.

3293G	08/21/02	26	Caller cannot read what is being typed to her. (experiencing garbling). I apologized to the caller for the problem and let her know that a TROUBLE TICKET would be opened to look onto the issue. TROUBLE TICKET 349933		TROUBLE TICKET results - talked with customer and made a test call into my test position. No garbling while typing to her and even when we connected to outbound line which had no garbling. I told her to make two calls and I would get back to her. she made two calls and had no problem. I suggested for her to get agents name on any calls that garble and open a ticket. also sent her the procedure to turn turbo code off and reminded her to check her batteries.
8662	08/21/02	5	Operator hung up on me and it was rude. Thanked the caller for taking the time to call back and make us aware of the issue. Assured him an immediate supervisor would handle. <u>Customer seemed satisfied.</u>	08/27/02	Coached operator - operator said she does not hang up. Will be careful. Operator will comply.
3303G	08/21/02	21	Customer called in to say that he got the relay macro and agent ID number but never did get a response from the agent even though he asked a couple of times. Apologized to the customer for the problems he was having and checked to make sure he was still branded VCO. Did not <u>want contact.</u>	09/04/02	operator recalls incident, he thinks. Call came in on a voice line and ASCII and TTY line. Call would not stay on F1 kept rolling back to voice. Coached operator on ways to keep call on F1.
3309G	08/23/02	6	I want to make a complaint and also want the Acct manager to contact me be mail. Agent made a long distance call to FL. The agent spelled wrong and cut the words so I couldn't follow the rods. Then my party got the number for handicap complex and the agent refused to type the entire number for me so I plead to her help and please type correct. The agent put the supervisor on the line and she did the same thing then my party got mad and he stopped helping me too. It is better for the acct manager to write me. I don't trust relay they play how they are and they are someone else. " I apologized to the customer for the inconvenience and told her the report would be sent to the call center and also mailed to the acct mgr. Thanked customer for letting us know.	08/28/02	Spoke with operator about this call. She stated she typed everything perfect and is backed up by supervisor 8436. The problem may lie with the TTY mach that the TTY customer is using. Contacted customer sent info that was requested. - MB Mothersell
2100	08/22/02	17	911 call, agent refused to give 911 calling from number stating 'this is just a relay service' Police dept attempted to call back into relay for more info. Police dept assumed IB caller had disconnected but was wondering why calling from number was refused to be given. Asked for agent for more info. Apologized and indicated that procedures was to give calling from number on disconnects for follow up by police department dispatch and said agent would be made aware of this process.	08/24/02	Supervisor June assisted on the call. Was informed that the IB customer never responded and the police dept contacted as procedure states The callers phone number was provided on 2 occasions during the call. Agent made a statement that 'This is just a relay service' because the dispatcher wanted to contact her for more info. Based on the info provided by supervisor and agent proper procedures were followed
2100	08/22/02	21			
3318G	08/26/02	1	I gave this agent the number to dial 3 times and she never dialed it. I just kept getting the macro number you are dialing please q Ga. I don't know what the problem is. Apologized for the inconvenience and assured a complaint would be turned in so that it would be investigated further. Branding was in place on the customer's line was well as a call note saying VCO user.	08/31/02	Operator stated the call came through on the voice line. Would not switch over to TTY line. Called for a supervisor assistance but customer hung up.

3319G	08/27/02	17	VCO reports garbling problems via 6268 and 1490. Customer continues to experience problems via a vis relay and is sure it is not her equip or phone line. Advised trouble ticket would be entered regarding this issue. TROUBLE TICKET 370140 and 370187	09/05/02	TROUBLE TICKET results - It was determined that the customer's devise is defective.
3343G	08/30/02	3	Caller said operator made three typing errors. Caller said at the end of the call he asked for agents number and agent hung up. Customer service apologized for the problem. No follow up needed.	09/09/02	Operator was still in training and agreed that he was having difficulty with call processing. He was unsure of how to get back and forth to VCO and how to type his msg. Team leader coached operator on call procedure for future reference.
3286G	08/17/02	34	Voice customer unable to place call recording is heard 716 area code has been changed to 585 when relay dials number 585 area code relay cannot complete the call. Customer called Vernon to report problem and rep was able to make the call without a problem. Customer reports the new area code does not affect were customer is calling from and Relay operator informed caller of real location in Syracuse. (placed test call from customer service phone and heard same recording then dialed number with area code 585 and heard a fast bus signal advised customer the call was not made through relay and encountered same problem. advised caller that Relay does not place the recording on the phone number the local phone co does apologize for problems encountered advised TROUBLE TICKET would be entered. Requests contact. TROUBLE TICKET 352762	11/26/02	Customer contacted aware problem was fixed. TROUBLE TICKET results - Sprint network wide problem with 716/585 area code split, problem was fixed on Saturday.
3787	08/31/02	5	A NY VCO customer complained that agent 3185F did not repeat the instructions as requested and disconnected the call. She also stated that the agent was rude. No follow-up necessary. Thanked the customer for making us aware of the problem and assured her the incident would be investigated and a complaint filed	08/31/02	Spoke with CA regarding the incident and she explained that she did not intentionally disconnect the call. The agent also said that she did repeat the instructions. She stated that she went to hit the "esc" button to clear a box from her computer and she accidentally hit "f1" which disconnected the call. She said it was an accident. I explained to the agent that she needs to be extra careful when pressing the keys so that we don't give the customers any indication that we are disconnecting their or being rude. It was also explained to the agent that if she continues to get such complaints that it may result in corrective action. The agent stated that she understood.
3787	08/31/03	17			

September 2002

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
3340G	09/02/02	2	Customer called in stating that he asked the agent to dial "Rachel" There was no response from the agent for what seemed to be a long period of time. When she finally did come back on the line all she told him was "Sorry for the delay" then when attempting to process the call she asked who his long distance carrier was. When given the response she told the customer that the info was not in his notes. (MCI is listed in the COC, does not need to be in the notes.). Thanked the customer for calling in and let him know that I would write this up and fwd it on to the appropriate center. Apologized for the operator. Customer does not wish to be contacted.	09/04/02	Spoke to operator. Coached operator to note carrier in COC and keep TTY user informed with no delays. Operator will comply.
3340G	09/02/02	4			
8669	09/02/02	3	I called a number and the operator left me on hold for 6 minutes and never asked me if I wanted to continue holding. It says in my customer notes specifically not to use the holding macro and she did. I called back and got the same operator and explained to her what she did. She was very abrupt and would not apologize. She just kept typing 'GA' and 'GA or sk' I called a supervisor and waited 2 minutes and no one came so I hung up. I want to file a formal complaint. Apologized to the customer and let them know that we would follow up with the operator.	09/02/02	Operator stated that she typed (holding) she did not use the holding macro It is not up to the operator to ask VCO user if they wish to continue to hold only the call as it progresses.
8671	09/03/02	5	I told operator to use reg 800 as supervisor previously told me to do with this number. I said don't type recording just press 2. Next thing I knew I am disconnected form Relay. I am assuming she hung up on me. Thanked the customer for calling to let us know and would speak to operator immediately. Customer was satisfied.	09/03/02	Spoke with operator - when placing phone call got fax tones. Informed VCO of this and got no response. Then was disconnected from VCO end. Coached operator not to hang up she does not and will not.
3350G	09/04/02	11	Caller said the agent redialed 4 times before leaving the entire answering machine msg. Apologized for the problem with the agent. Call back not requested.	11/26/02	Operator was spoken to about the complaint. Said the machine timed out was advised to let caller know this is the reason for redials.
2122	09/04/02	21	Voice caller wanted us to know between 8 and 9 p.m. (eastern) they were placing a voice to TTY call. He indicated operator was given the number 3 times and she still dialed wrong number. Just wanted us to know. I apologized for the inconvenience and asked if he know the operator's ID #. He was sure it was '82 or something. I indicated that without the number the center would be unable to follow up on this but that I would fill out the complaint form and pass it on to the appropriate center. No contact needed.	09/04/02	Advised trainer to include in next newsletter. Unable to follow up with CA because of lack of ID #.
8673	09/04/02	29	When customer calls automated systems there is not enough time allowed for agents to enter information required and agents need to call back several times to leave information.	09/09/02	Agent stated TTY user gave instructions to get a rep, but the offices were closed so that she couldn't do this. TTY user also spoke to supervisor.

3358G	09/07/02	2	Customer called in with a couple of issues with the operator - 1- when she reached a recording she did not type at the end (child) most of the other operators will put that in. 2- The customer wanted to make a call from a frequently dialed list, the number is long distance. The operator asked him with his carrier was as it was not in his notes. He told her no it is in something called carrier of choice. Her reply back was "if you don't tell me who your carrier is I will have to put this call through Sprint". Thanked the customer for calling in. Let him know that I would write this up and fwd it on to the center. Verified that the customer did give correct instructions for placing his long distance call. Assured him that MCI is in the database as his carrier.	11/16/02	Coached operator to always keep VCO informed of what is heard - child on answering machine. If there are no notes in regard to COC to use Sprint and not ask VCO and to be polite. Operator will comply.
3358G	09/07/02	4			
3358G	09/07/02	17			
8672	09/14/02	21	Operator called and announced call as this is a NY operator with a call for Sydney. I transferred the call and it was not answered and I informed the operator of this and she came back on the line and said let me inform the caller of that. I waited and she came back on the line and said no msg. I had to ask her for her operator # and then she said thank you and hung up. She never announced it at the beginning of the call or ask if I had ever had a relay call before. Apologized to the customer for any inconvenience this may have caused. Assured the customer the agent would be coached.	09/06/02	Agent said she did not have this call. Reminded agent to give her agent id # at all time.
3379G	09/15/02	18	Customer called in to let us know that she answered her phone while her answering machine was playing and the agent left the message without ever acknowledging that she had picked up the phone. The person that was trying to call her was still on the line when she answered the phone as well. She called the person back as soon as the line disconnected to let her know that she was there and did answer the call. Apologized to the customer and let her know that the agent should have let the voice person know she answered. Told her that I would write up this complaint and fwd it on to the center. Customer does not request contact.	09/16/02	Spoke with operator and stressed the importance of keeping callers informed. Explained if a person comes on instead of answering mach then you handle call appropriately by announcing call instead of reading answering machine msg.
2150	09/15/02	21	Customer was angry that operator would not tell him the location of the center. I apologized for the inconvenience and provided him with the center location. When I asked customer if he would like to provide his name and number and if he would like a call back the customer began using vulgarity and insulting language. He also added this was Sprint's fault not this particular operator. Customer then hung up.	09/15/02	I explained the procedure of informing customers of our centers location to the operator.

3382G	09/16/02	3	Customer states she made a calling card call and gave the agent all the info. Agent verified all of the info that the customer gave her even verifying the access code. Upon making the call the agent dialed the wrong access code and had to redial the number completely. Customer also told the agent they would be reaching an answering machine and if they just wanted her to verify that we had reached the right place and to leave the message the first time. Instead the agent typed to the customer the whole message and had to redial again to leave the msg. After the agent left the message she never let the customer know if the message had been left or not. I apologized for the inconvenience and assured that we would turn in complaint so that the problem could be investigated further.	09/16/02	CA remembered call. CA said the VCO customer gave a lot of instructions for multiple calls all at the same time before any calls were placed. CA understood the instructions for the answering machine were to be. Only for the last call placed. CA said she apologized to the customer and told her she misunderstood. Coached CA on asking questions before dialing the call out if she is unsure of how to proceed.
3380G	09/16/02	5	"I want to let you know the CA did not stay on the line with me until I disconnected. I wanted to place another call but she disconnected before I hung up." I apologized for the inconvenience and thanked the customer for letting us know and told him I would send the report to the supervisor. No contact necessary.	11/30/02	Agent doesn't remember call from September. Spoke with agent. Reminded agent to wait for inbound sksk.
12732	09/16/02	3	Customer complained when he asked operator to repeat because he could not read the message the operator played games and would not repeat the msg. I apologized to the customer and informed that this complaint would be fwd to the agent's supervisor for follow up. Customer requests a call back.	11/18/02	Coached operator that proper procedures were followed by not repeating the msg. She has to read what the TTY user is requesting to the voice person and they would have to repeat the msg. If the call had ended she still followed procedure in not repeating any info. TTY user had complained that the operator typed too fast. She slowed speed and they became upset saying it was still too fast. Team Lead has abuse ticket operator filled out for this call. Sydney Thomas responded to the customer via email on Sept 20 informing customer if he could not read the message he needed to ask the OB voice person to repeat the message not ask the operator. Also informed customer that all operators have to type at least 60 wpm Could contact

12732	09/16/02	2	The customer complained that when he asked operator 8411 to repeat because he couldn't read the message the operator played games and would not repeat the msg. I apologized to the customer and informed him his complaint would be fwd to the agents supervisor for follow up. Customer requests a call back or email with resolution.	09/18/02	Coached operator that proper procedures were followed by not repeating the msg. She has to read what the TTY user is requesting to the voice person and they would have to repeat the msg. If the call had ended she still followed procedure in not repeating any info. TTY user had complained that the operator typed too fast. She slowed speed and they became upset saying it was still too fast. Team leader has abused ticket operator filled out for this call. Sydney Thomas responded to the customer via email on 9-20 informing customer that if he could not read the message he needed to ask the OB voice person to repeat the message not ask the operator. Also informed customer that all operators have to type at least 60 wpm. Could contact Sydney with other concerns.
3387G	09/17/02	3	Customer called with 2 complaints. The first call she asked the agent to make she told her if she reached an answering mach beep GA' so she could leave a msg. The operator typed 'answering mach GA' The 2nd call she asked the operator to dial she informed her to ask for Jack. The operator again didn't follow her instructions. She typed back to customer 'hello (f) GA'. Thanked customer for calling in and let her know I would write up and fwd to the center. No contact requested.	09/18/02	Coached agent to follow customer's instructions. Agent said she did not receive a call requesting her to type 'answering mach beep GA' She does not remember a call regarding Jack.
8676	09/23/02	5	Operator was very rude typed many GA GA GA ga also typed hello many times. Operator hung up on me and my friend it is not fair. Supervisor apologized to TTY user and explained the matter will be taken care of. The operator will be discussed with supervisor. Hanging up will not be tolerated.	09/23/02	Went over the complaint with the operator. Explained to get supervisor when there is a delay. Wait 3 minutes then get the supervisor and get permission to disconnect. She thinks maybe transferred call. Supervisor explained when to transfer and if any questions always call a supervisor over.
8676	09/23/02	17			
3427G	09/25/02	21	Customer states that she clearly has ATT as her COC in the call notes on her line she also tells the agents every time she makes a LD call to bill the call through ATT. She has made record of all her LD calls. Agent billed her call on 8/3 through Sprint instead of reading the call notes and billing her call correctly through ATT. Thanked the customer for letting us know and assured that we would send in the complaint so that the complaint could be investigated further.	09/26/02	Followed up with CA. CA has no recollection of this particular call. CA stated if the customer said so she might have made a mistake. Coached CA to follow the instruction on the customer notes prior to call processing. Ca understood.

8678	09/27/02	21	Said operator was 'awful from the get go'. Said she had an attitude sad he didn't like her to be so spirited - wanted her to be in the background. In general his comments for the center were the operators did not have sufficient training in conveying the deaf persons 'feelings' using tone of voice really understanding the deaf person. Thinks we need to have more exposure to deaf people.	10/04/02	Operator recalled this call...voice complained that he could not hear operator so operator turned her microphone up - he then told operator the she needed to turn her tone down. Coached operator and explained to her that although voice may sound aggravated she needs to stay composed and professional. (A supervisor observed the call for n15 minutes and apologized to customer). Operator in relay mode is suppose to convey the TTY messages with feeling - that is part of her job, also, background noises must be typed when heard.
3439G	09/29/02	21	Customer called in to let us know that the person did not process the call properly. She gave the number to dial when the other party answered the operator did not announce the call to her. The hearing person repeated "Hello, hello" and didn't get any response. This was a very important call and hearing person was leery of relay as it was then the operator did not do this job. Thanked the customer for letting us know about this, apologized for the problem with the agent. Customer does want contact with resolution.	09/29/02	Operator states that 2 calls were made both to same outbound. First time caller said they did not have a VCO call before. Operator explained relay both times and the caller said they understood. However, outbound kept responding to VCO immediately after VCO and would not wait for GA. Once VCO gave GA voice person would not say anything. I spoke to operator about repeating explanation if person obviously does not understand. AM called customer and was unable to reach them. - MB Mothersell

October 2002

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
8685	10/04/02	29	Voice person calls in NY relay to place OLD call. Opr asked if he was a NY state resident he said no and opr offered to give MD relay #. He was upset - opr called supervisor over and I also mentioned that since the from nbr is a MD nbr we'd have to give him a MD nbr. He said that he is not in MD but in New York. I asked if he was using a cell phone and he said he purchased a cell phone in MD because he lives there but travels constantly. Also said I was not in compliance with the FCCD regulation of providing 711 svc. I attempted to explain that 711 is a svc in most states however with an out of state cell ph nbr using 711 svc could result in billing problems. Cust was not satisfied He insisted on getting on getting the ph for the phone# for the NY state governing board. I explained that we did give him the relay customer svc # and they would be of more help. He did not want that. I asked him to hold while I found someone to assist him but he disconnected.	10/05/02	Customer felt that we were not in compliance with the FCC regulation of providing 711 svc. We are just that he needed to use MD relay to place his call and the to # was not a NY #. Customer refused or did not accept supervisor assistance or referral to another ph number. Customer hung up but I just wanted to ensure that NY was providing the highest possible customer svc.
3457G	10/05/02	35	Customer called in stating that every time he tries to call his aunt through relay he is hearing the ten digit rotary dialing string. He seems to be the only one that this is happening to as his cousin from PA called her yesterday and there was nothing mentioned about this. She is a 91 yr old VCO user. I asked him if he knew if her phone had pulse or tone settings on it that may have been causing the problem. I also let him know that I would have the techs check into this. trouble ticket# 447986. I did not make a call to her using his number via relay as I didn't want to upset her necessarily. Customer does want contact with resolution.	10/11/02	TROUBLE TICKET results - customer changed TTY from pulse to tone.
8686	10/07/02	21	I'm tired of the same operator. Gave operator number to dial extension and no response. There was no answer. This happened several times with this operator. I apologized for the inconvenience and assured the customer it would be taken care of and go over the situation with the operator. The customer wanted to make another call. Team Lead apologized again and said thank you for using NYRS.	10/08/02	Coached operator in correct procedure for ASCII calls as this is a possible scenario. Also explained how important it is to maintain focus on all calls and once the GA is given the call needs to be dialed out within 3 seconds.
3469G	10/09/02	3	NY VCO user complains that CA gets all her buttons messed up and when he asked her to call RL agent called RCS. 'One mistake after another'. Apologized for the problem and let caller know I would fwd this to the agents' supervisor to address with the agent.	10/28/02	Discussed VCO procedure with agent. Went through steps and discussed best way to handle call. Operator understands and will follow procedure in future.
3469G	10/09/02	7			

8687	10/09/02	1	From the very beginning this operator did not process call correctly. Took 5 minutes to call out and VCO user told operator to process call regionally. The operator's spelling was awful. As soon as another operator came on. I understood the call. 'Never informed VCO user what was going on, never sent the holding macro. Supervisor apologized to the caller and explained a follow up with this operator will be given.	10/10/02	Tried to coach the operator on typing to keep the caller informed. Operator refused to sign saying it was not her didn't have any dissatisfied customer. Supervisor tried to coach telling that you want to always keep the customer informed and if you make mistake apologized for it. Operator is very unhappy and refused to sign document. It was explained to the operator that there is a 3 minutes dial-out requirement. All calls need to be dialed out within 3 minutes. QA will monitor this operator more frequently for the next 2 months.
8687	10/09/02	4			
8687	10/09/02	6			
8687	10/09/02	7			
8689	10/11/02	21	Ignoring customer basically when the voice customer said to the operator 'could you please repeat' operator will type back to the TTY user, 'could you please repeat'. The customer feels that the call goes on longer than it should. The TTY user will type the whole conversation again and the customer feels this is not necessary and seemed to get this mostly from this operator. I explained to the customer that supervisor understood and I feel the operator just need a little coaching.	10/10/02	The operator was spoken to about this call. It is policy that if the voice person asks the caller to repeat that the operator ask the TTY person to repeat the conversation. The operator was told that the next time this happens to call a supervisor over to have the supervisor explain to all concern what the policy entails. The operator was coached on getting supervisory assistance for a problem like this. Repeated attempts were made to contact the customer was not successful - not home.
3481G	10/12/02	4	NY VCO user complains agent did not get the name right when he asked to call Sharon using MCI as LD. She asked "MCI?" She had trouble with VCO procedures. He left a message on answer machine and she typed answering machine hung up. Customer responded, "you mean your message left". Apologized for the problem and thanked customer for taking time out to call and let us know. Customer would like contact and provided info.	10/29/03	Coached agent on COC and VCO procedures. Sent follow up email to the customer - MB Mothersell
3481G	10/12/02	11			
8691	10/14/02	5	The operator dialed out before complete instructions had been given. At thus point the TTY user tried to interrupt and tell the CA that she had not given the GA and wasn't finished typing. The operator did not respond to the TTY user and operator appeared to have hung up on her.	10/14/02	I thanked the individual for taking out extra time to speak with myself and assured myself and assured her this operator would be pulled immediately for coaching. In speaking with the operator I explained that hanging up on customer's and being caught doing so is grounds for immediate termination and this behavior is completely unacceptable. The operator did recall dialing out before the GA and claims she did type back to the TTY user to let her know she was still connected. I emphasized that regardless she needs to follow call processing procedures.

3495G	10/16/02	3	NY VCO user requested agent to place call using MCI LD. Customer reached answer mach. Agent typed message left and then asked what number your calling please? This took a total of 6 redials before customer calls leave his message and each time she typed 'messages left'. Thanked the customer for calling to let us know and apologized for the problem with the agent. Customer did request contact fax.	10/06/02	Met with CA - CA does not remember this incident CA did CA sometimes answering machine hangs up real quick and will need to redial to get all the message on the mach if lengthy msg. Account mgr followed up with the customer via email. - Mb Mothersell
3495G	10/16/02	4			
3495G	10/16/02	18			
8698	10/26/02	7	TTY customer wished to complain that she had to keep asking the operator to repeat info because there were 'misspelled words and scrambled everything.' Also stated that the operator typed too fast. She said we "better improve svc because they are lousy." This was an order to a pizza parlor and the price continuously garbled. TTY customer was informed that we would look into this matter and talk to the operator involved. Customer was satisfied and required to further action.	10/29/02	Coached operator to make sure his accuracy in typing be more careful keep an eye on spelling and if need to slow the typing speed or lessen the garbling. Operator acknowledged and will be more careful.
3035H	10/28/02	21	Customer states he never got the beginning macro from the agent and had to ask what their ID number was and got the macro saying CA 8025F continuing your call he says this happens often that he does not get the agent ID at the beginning of the call and has to ask for it. Thanked the customer for letting us know and assured that a complaint would be turned in so the issue could be investigated further.	12/17/02	This is a technical issue and was passed on to our Sprint technicians. The getting is sent automatically so it is not agent error.
3026H	10/28/02	21	Customer called in to let us know that he dialed 711 to connect to relay he did see the option to voice or type but there was never any response from the operator. Thanked the customer for calling in let him know that I would write this up and fwd it on to the appropriate center. Customer does not want contact with resolution.	10/28/02	Supervisor reviewed complaint with operator. Informed operator that he needs to stay focused on his call. Explained the proper procedures to follow if call comes in on ASCII line.
8701	10/29/02	6	Customer instructed the operator to give her the beep to leave a message if answering mach was reached. These instructions were not followed and VCO user feels the operator did a very poor job. When VCO user requested the operator number they did not respond right away was possibly hung up on. Wasn't sure if it was a valid operator number. I thanked customer for letting us know and she would like a call back regarding this matter.	11/30/02	At the time of this complaint agent was still in training. Agent stated that she became confused on the VCO user instructions on leaving the message on the answering mach. Agent was coached on how to properly handle a VCO user request dealing with answering machine. A supervisor disconnected the call after the agent requested assistance due to no response from the VCO user. Called customer and left a message on answering mach will try again later to speak with customer. 2nd attempt to reach customer no answer left another message on answer machine. 3rs attempt reached answering machine again did not leave a msg.
8701	10/29/02	9			

November 2002

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
3051H	11/01/02	3	VCO reported complaint against agent and supervisor 8183 because they did not follow procedures regarding dialing a number for him after hearing the number given by DA via recording, in past, VCO has been advised and info was confirmed by training that a number can be called for him if heard via recording and he would not need to provide the number himself, he could simply tell Relay to call that number agent and supervisor reported they were un able to comply with his request. VCO also reported this problem happens every few months and apparently a training update needs to be provided regarding this issue. Apologized to customer for problem encountered advised complaint would be fwd to mgmt. VCO requests contact from mgmt.	11/12/02	Operator was coached previously on DA and is aware of proper procedures if also to redial on DA> I would like over trainer to contact him and explain that after receiving a recorded message and a line disconnects we cannot dial to number that was given on that call unless the TTY/VCO user provides it. Account mgr sent email to customer. - MB Mothersell
3052H	11/01/02	17	Customer called in at first to say she had this operator yesterday and at the end of the call she thanked for her help and wished her a very good day then said bye sk. All operator did was sk the customer thought it was a bit rude and wanted us to be aware of this problem. Thanked the customer for calling assured that I would fwd to the appropriate center. Customer does not want contact.	11/13/02	Coached operator to always be polite and mirror TTY's ending comments. Operator will comply.
3052H	11/01/02	21			
8704	11/02/02	17	Your office at work was rude. Typing never said GA keep talking whenever they want fired that lady an all of them need to go to learn to stop being rude not fair.	11/02/02	Supervisor came over to assist call. Thanked customer for calling and informed customer that the matter would be addressed and the complaint would be reviewed and fwd to the agent's supervisor. Customer tired of excuses and hung up directly on the supervisor. Team Lead help a discussion with operator about the call. Operator explained that when person answered the phone resident hung up when the operator started typing. The customer requested that the operator redial and when she did got an answering machine. The operator typed the answering mach verbatim and specified that it hung up. The customer requested the operator to redial again and gave no message to leave and then requested a supervisor, Operator followed procedures on the call.
8705	11/04/02	5	I am very upset and tired of the relay svc always hanging up when I said wait wait. She won't listen to me then she hung up the phone. I hate it. It is not right. You tell her to be patient. Apologized to the customer. Assured that complaint would be documented.	11/08/02	Met with operator and coached her on disconnected procedures and always being patient and waiting for TTY caller's response.

8708	11/06/02	0	Customer stated that she provided info and upon giving the GA the operator didn't respond, the GA was sent again and operator still did not dial so TTY up and dialed back to relay. Thanked the customer for calling and assured her it would be addressed immediately. Welcomed the feedback.	11/06/02	Operator doesn't recall any situation in which this incident occurred. Advised operator that he must stay focused on his job and always pay attention to his calls. Informed him that any future warnings of this nature would result in corrective action.
8709	11/07/02	5	VCO user explained that when relay came on, she voiced the phone number to be dialed and waited but no response and then relay hung up. VCO user wants to make supervisor operators know not to hang up on customers. No call back is needed. Supervisor explained to VCO that the operator would be spoke to and apologized to her for the hang up. VCO user was satisfied.	11/09/02	Coached agent on making sure that proper VCO procedures are adhered to. Agent also advised to make sure then when processing a VCO call that the bridge is open so that the VCO user can be heard. Agent was also informed of the consequences of disconnecting calls.
7286A	11/07/02	5	Customer tried to call number it was busy asked agent to redial. Agent would not respond Customer said hello hello? Then the agent hung up on her. Apologized to customer advised would give info to that agents supervisor to talk to him.	11/16/02	Reviewed complaint with operator and advised him that he needs to focus on his calls at all times and respond according to requests. Again disconnecting a call is grounds for termination. Operator put on disciplinary action.
3103H	11/13/02	3	Customer explained that she gave the agent specific calling card instructions for two calls. Customer stated that agent and supervisor Becky were combative and refused to process multiple calls for her. This complaint is to be fwd to NY acct mgr. Thanked the customer She was advised her complaint would be fwd to the appropriate center. Customer requests follow up.	11/13/02	This customer wanted the agent to take down two different phone numbers plus a calling card number for two separate calls. Explained tot he caller that we would need the 2nd phone number to call once we were ready to call the 2nd place that the agent could not keep the info for the 2nd call during the first call. After that the customer informed me that she would file a complaint on agent as well as me. Agent followed the correct relay procedural rules by not taking down the phone number for the 2nd call the customer intended to place at the same time the first call was placed. Unable to reach customer after several attempts. - MB Mathersell
3103H	11/13/02	17			
8715	11/16/02	5	First TTY user gave operator 646 number and operator dialed 656 the voice person told relay wrong number. TTY user asked operator what number did he dial and operator replied wrong number and hung up on TTY user. Customer does not want a call back.	11/16/02	Supervisor apologized for the hang up and re-assured TTY user that operator would be spoken to and hanging up on TTY user will not be tolerated. Operator does recall incident supervisor explained to operator that if he calls an incorrect number it is ok to tell the TTY user what number was dialed also informed operator that disconnecting a call is grounds for termination as on automatically disconnected call

3118H	11/18/02	21	Customer is in the hospital and received an incoming call. She picked up the phone and said one moment please so that she could raise her bed and move the machine to where she could read the text. Once she was ready she typed hello GA and got back GA. She again typed hello GA. and got the caller requested a VCO call GA. She then picked up the phone and said if this is a relay call agent please identify yourself. The agent then did identify themselves. Thanked the customer for calling in let her know that I would write this up and fwd to appropriate center. Customer does not want contact with resolution.	11/25/02	Coached agent to make sure greeting of relay is sent. Agent understood and remembered call will make sure always sent.
3129H	11/19/02	29	Customer is VCO user and he says that when he gets calls from relay svc the calls are being dropped. The phone rings he sees the light blinking and intercept the answering machine to answer the phone and then there is no one on the line. He states that this is happening 8 to 10 times per week. Customer thinks something is wrong with the NY relay system. Thanked the customer for letting us know assured that a complaint would be sent in on the problem so it could be investigated further. Suggested calling the customer back through relay. Agent took the call and the call went through fine without incident. Turned in trouble ticket at the customer's request. Customer does request a call back when the problem is fixed. TROUBLE TICKET# 1000647806	11/20/02	TROUBLE TICKET results - Tried to reach customer and was not able to do so. Tech left message for customer to call if problem continues.
8718	11/20/02	21	Operator was typing in background noises heard and explained to the customer that relay must type everything heard. Customer was rude and cursing at operator for typing background noises did not specify or have any comments in customer notes about typing any background noises.	11/20/02	Supervisor came over to assist on the call but customer had hung up. Team Lead had discussion with operator but operator followed the rules for background noises. Relay operator must type verbatim what they hear.
3139H	11/22/02	3	Caller said he asked agent to dial 800 xxx xxxx for DA and agent proceeded to tell caller that he must contact local info to get that number. Caller has always been able to dial this number without a problem. Caller said he did not want to get agent in trouble but someone in mgmt explain the agent that there is an 800 DA. Apologized to the caller and let him know the agent should have dialed the number given to him, and also let him know a complaint would be sent on this issue	11/30/02	Spoke with operator. Explained that there is an 800 DA number.
8719	11/22/02	21	Customer was not paying attention during call (sleeping) demanded that operator scroll up at info already gone and tell her what was said. Also got irritated because operator was typing verbatim what she was saying in the background. Supervisor came over to assist. Screaming at supervisor calling supervisor supervisor an idiot when supervisor was trying to explain operator's role. When informed that this is the procedure that our operators must follow she hung up and said she would call through MD relay	11/22/02	The operator followed the procedures and stayed in her operator's role.

3145H	11/25/02	29	Customer LD calls are being denied through relay. A Verizon rep and customer were conferencing a phone call into relay customer svc to notify us of a problem. Apologized and advised we would request a tech research the routing problem. Customer would like a follow up. TROUBLE TICKET# 1000559815	11/26/02	TROUBLE TICKET results - when I notified customers daughter she said she wanted sprint for COC so I added sprint and made test calls everything works.
3104H	11/13/02	29	VCO customer called in and none of her database information was showing and her calling from number was not showing. She said this had happened only since this morning when she called in to relay service and could not place her call as the agent could not get her calling from number to stay in the system in order to place her call. RCS rep did try several times to put in calling from number but any time the customer would hang up and call back into RCS the calling from number was again missing. RCS rep also could not get into database information and could not brand the line. Rep called Verizon the LEC at 718-890-1550 and talked to Chris in repairs to report the problem and the tech said nothing could be done as it was not showing as a problem from their end. Turned in trouble ticket 1000 543590.	11/14/03	Resolved. Technician worked with customer to get issue resolved.
8689	11/11/02	21	ignoring customer basically when the voice customer told the operator "could you please repeat", operator will type back to the TTY user could you please repeat. The customer feels that he call goes on longer than it should. The TTY user will type the whole conversation again and the customer feels this is unnecessary and seemed to get this monthly from the operator. Return call was placed to customer on 10/16/02, supervisor explained to customer relay's policy on typing everything to the customer. Apologized for operator rudeness. Customer was satisfied	11/16/02	It was explained to the customer that the operator that while policy was followed, an explanation should be politely given to the customer what the policy is.

December 2002

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
2278	12/01/02	5	Agent refused to relay call and message pager of what boyfriend in NY said. Customer very upset, said agent refused to give BF replies, refused to leave msg. Was unprofessional and disconnected customer. Apologized to customer for agent's actions and informed then appropriate steps would be taken.	12/12/02	Coached CA to never disconnect a customer. CA doe sn't remember but will be careful to always leave messages. CA said she would never intentionally disconnect a call.
2278	12/01/02	9			
2278	12/01/02	17			
2278	12/01/02	21			
3861	12/02/02	6	This agent was horrible. Did not type to me what was exactly said. Just an indescribable event. Impossible. Poor typing. I apologized to the customer and explained that I would report the incident to the agents supervisor for coaching. No call back necessary.	12/06/02	Spoke with operator and emphasized the importance of him needing to use his paging phrase to ensure that all info to typed on every call for the poor typing. I explained that if a word is misspelled he should backspace and make the correction. Operator says he will work on this but complaint seem a bit vague so it is difficult to explain specifically what he did wrong.
8725	12/04/02	17	Operator had a bad attitude. I think relay is great but he had an attitude. Thanked the customer for reporting this to relay and informed customer that a formal complaint would be generated and that the agent would be spoken to customer was satisfied and required to follow up.	12/04/02	Operator recalled a customer asking him if he was having a bad day because the caller wanted him to break transparency. And he was being very rude. TL advised operator to call a supervisor over at any time that a customer is being insulting to cover himself. Told operator he was to remain professional no matter what his customer does or says. This operator will be monitored by QA frequently to ensure that the operator is doing his job properly.
8727	12/05/02	5	Last night agent hung up on the line. This is not the first time an agent hung up the line. All the agents are lazy and we pay then for nothing to do. Each time an agent hung up on me they asked me for my name and address and nothing happens. All supervisor are liars cause when they said that before that they will call me to let me know what happened they didn't. Thanked the customer for calling and informed customer that the matter would be looked into and complaint fwd to the operator supervisor for review. Customer is requesting a follow up letter or call. Customer was satisfied.	12/05/02	Coached operator on the proper procedures for no response calls and that hanging up on customer's is not tolerated. Called customer. Customer was not available and left my number for customer to call back.
8727	12/05/02	5	Last agent hung up the line on m. This is not the 1st time an agent hung up the line. All of the agents are lazy and we pay then for nothing to do. Each time an agent hung up on me they asked me for name/address and nothing happened. All supervisors are liars cause when they said that before that they will call me to let know what happened they didn't.	12/05/02	Thanked customer for calling and informed customer that the matter would be looked into and compliant fwd to the operators supervisor for review. Customer is requesting a follow up letter or call. Customer was satisfied. Coached operator on the proper procedures for no response calls and that hanging up on customer is not tolerated. Have been attempting reach the customer for 3 days and customer does not have answering machine on his TTY.

3189H	12/08/02	2	Customer called in to say that the agent took over a call from another agent and didn't let her know until the end of the call. She had the agent make a couple more calls giving her specific instructions about leaving a message on an answering mach if that was what she reached. She let the agent know those instructions are also in her customer notes. The agent didn't follow either her verbal instructions are also in her customer notes. When the customer asked her why she didn't her response was 'I didn't know there was a difference between your notes and rgw macro and apparently hung up on the customer as there was no other response from the agent after that. Thanked the customer for calling in to let us know about this let her know that I would write this up and fwd it to the appropriate center. Customer does not request with resolution.	12/23/02	Agent is on medical leave of absence for 30 days. Unable to resolve with agent.
3189H	12/08/02	3			
3189H	12/08/02	4			
3189H	12/08/02	5			
3197H	12/09/02	3	Customer called to say that he a problem with agent not explaining 711 and 800 to the person he was calling and they were using a cell phone and he was not sure 711 would work on cell phone and wanted agent to give 800 number to get a hold of relay. Apologized for the frustration on this call. Customer did not request a call back.	12/10/02	Agent was not aware the we could give relay number. Informed agent to give the number in the future.
3207H	12/11/02	3	Customer said that the agent kept asking what number are you calling or is it on the FD list and caller was trying to get agent to call directory assistance Finally got DA ad then agent typed the number so fast that he could not get it. Apologized to the customer for the frustration. Does not want contact.	12/15/02	Reviewed info with agent. She had difficulty understanding the customer. No follow up with customer.
3206H	12/11/02	11	Customer called to say he got the macro voice or type now but never got any response from the agent after that and he said hello a couple of times. Apologized to the customer. Does not want call back.	12/11/02	Spoke with agent - said went thru the "cycle" 3 times never heard anything nor rec'd any typing. Reviewed VCO procedures with CA.
3210H	12/12/02	2	NY VCO caller reports CA needed name of carrier after agent dialed a number from his FD listing. Customer selected carrier in TRS system as ATT. Apologized to the customer and thanked for letting us know.	12/12/02	Agent thought that person would have the selected LD carrier in their database notes. Now the agent understands that when the customer has a selected carrier in their database the system defaults to that carrier.
3216H	12/13/02	17	TTY reports that the agent dialed the number them line became silent and typed numbers interrupted. Male agent unprofessional agent played on phone. Explained that relay agent types what is heard and has no control over line being silent agent keeping TTY user informed TTY insists agent at fault. Customer requests contact regarding this complaint.	12/31/02	Coached agent and then called outbound as instructed. I apologized to the customer and thanked her.
3217	12/13/02	17	TTY reports that agent interrupted typing when calling sister in law. Agent acted up. Advised complaint would be fwd to mgmt. Customer requests contact regarding this issue.	12/16/02	Team Lead coached operator to never interrupt the TTY user say 'one moment TTY user is still typing or operator is unable to interrupt TTY user while they're typing.' Tried to contact customer with above info not home.

8731	12/16/02	17	The operator kept cursing at me and I don't like it. I thanked the customer for the concern and assured that I would send this complaint to the appropriate center for resolution. Customer was satisfied and does not want a follow up.	01/15/03	Coached the agent to keep calling supervisor over anytime a caller got upset.
6287X	12/16/02	5	Customer said he had requested to speak to his friend and the CA hung up on him and he was very upset.	01/20/03	This TTY called at 5:30, documented in disconnect log - TL says this TTY wanted to make a complaint about a male agent who hung up on him when he wanted to speak to his friend. TL spoke to TTY but had no CA# so could not take complaint. Before TTY hung up asked current agent for her # and called back at 5:40 to make complaint with her#. Please see customer contact #8731, complaint taken at 7pm sameday from NY relay. TL advised CA to always get supervisor if TTY seems upset or rude.
3495G	12/16/02	3	NY VCO user requested agent to call using MCI LD. Customer reached answering machine. Agent typed message left and then asked what number your calling please? This took a total of 6 redials before customer could leave his message and each time she typed "message left". Thanked customer for calling to let us know. and apologized for the problems with the agent. Customer did request contact.	10/16/02	Met with CA. CA does not remember this incident. CA did CA sometimes answering machine hangs up really quick and will need to redial to get all the message on the mach if lengthy msg. Account mgr followed up with customer via email.
3495G	12/16/02	4			
3495G	12/16/02	18			
3235H	12/18/02	3	NY VCO user reports DA operator could not understand him so he asked to type. After 10 times there was no response from DA then DA or CA hung up. Customer had to redial his call. Apologized for the problem let the customer know I would send this to the agent supervisor and thanked him for letting us know. Customer would like contact.	12/18/02	CA was coached on proper VCO or TTY to DA procedures. Account mgr emailed customer. Reminded customer operator must remain transparent during call. - MB Mothersell
3235H	12/18/02	4			
3235H	12/18/02	3	NY VCO customer reports DA operator could not understand him so he asked to type. After 10 times was no response from DA then DA or CA hung up. Customer had to redial his call. Apologized for the problem let customer know I would send this to the agents supervisor and thanked him for letting us know. Customer does request contact and provided contact info.	12/19/02	CA states that during relay mode to CA customer asked CA to repeat what he was voicing. CA remained transparent and DA hung up. Customer became angry. CA then repeated all pertinent info needed for DA. CA redialed of given info and got customer his number. CA was coached on proper VCO and TTY to DA procedures. Account mgr e-mailed customer. Reminded customer operator must remain transparent during call.
3235H	12/18/02	4			

3239H	12/20/02	21	VCO user from NY very upset that agents disconnect when her fax machine answers her line. Customer insists that agents can go beyond the fax to let it ring up to 10 times as she requested noted in CDB. Explained that agents will always hang up when a fax answers as there is no way to connect and no ringing to hear. Customer spoke to supervisor and refused to accept any explanation of relay procedure contact or any other contact by acct mgr but she suggested we give her complaint to the powers that be. Customer did not want any contact.	03/21/03	Training on this issue will be included with Quick Talk distributed to agents on 3-27-03.
3255H	12/28/02	3	NY VCO user complains that agent would not redial when he got a recording message that number had been changed. Apologized and let him know this will be sent to proper center. <u>Customer did not request contact.</u>	12/31/02	Issue addressed with the agent. No customer follow up needed.
3254H	12/28/02	4	NY VCO user complains that he got macro but no one responded then the line disconnected. Apologized and let him know this will be sent to proper center. Customer did not request call back.	12/31/02	Issue addressed with agent. No further action needed.
3253H	12/28/02	4	NY VCO user complains that operator would not answer the phone after the macro was sent the operator did not let him know when he could type. Apologized and let him know this will be sent to proper center. Customer did not request contact.	12/04/02	Operator recalled a customer asking him if he was having a bad day because the caller wanted him to break transparency. And he was being very rude. TL advised operator to call a supervisor over at any time that a customer is being insulting to cover himself. Told operator he was to remain professional no matter what his customer does or says. This operator will be monitored by QA frequently to ensure that the operator <u>is doing his job properly</u>
6311X	12/30/02	21	Tell your agents to do there jobs. My cousin emailed me to say she left a message on my answering machine and I did not get it. I talked with the other Team Leads to coach there CA"s to always make sure the customer's are left.	12/30/02	Supervisor said that he apologized for poor service and that he would share customers complaint with our trainer who would get the word out to our agents. Customer was satisfied.

January 2003

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
8736	01/01/03	05	I told the operator to dial the number, then he said it was garbled. When the call came in clear, told him to dial correct number one time - he did not pay attention, then hung up the phone on me. I freaked because the operator hung up on me. I had no idea what to say. I was upset. Thanked the customer for calling and informed her the matter would be looked into and the complaint forwarded to the operator's supervisor for review. Customer wants follow-up letter as to what happened. Customer is satisfied to this point	01/04/03	Spoke to the operator on 01/03. Operator stated he did not remember this call and would not hang up on anyone. Rules about hanging up on customers were reviewed with the operator - this is very serious offense, for which one could be terminated from their employment here. Operator said that he understood. Letter was written to the customer on 01/04 and mailed on 01/07.
8738	01/07/03	5	Operator announced call to TTY user then hung up on TTY user. TTY user in new and was very anxious. Thanked customer for feedback and assured her that the operator would be spoken to and that a complaint would be filed. Customer would appreciate a call back.	01/08/03	Spoke to operator and she had no recollection of it specifically but did remember a couple of calls coming in and then the TTY user hung up. Coached operator on the importance of never disconnecting a call. Called customer and I assured them the operator was spoken to and told customer if she has any more problems in the future that she contact NY relay. Customer was appreciative for call back and she stated that she was very nervous and anxious. Customer actually apologized for the complaint but assured her that with complaints we are able to determine where our problem lie. Thanked customer for feedback.
8741	01/15/03	13	Voice customer said "I covered my mouth to cough and the operator must have sent 'laughing'. That upset my client and I don't appreciate that. I know they typed it because the message back said 'it's not funny'. I was calling strictly for business, leaving a message and my phone number. Operators need to do this correctly. I was trying not to cough in her ear." Thanked the customer for her comments and feedback, and assured her that the complaint manager would contact her regarding this issue (by letter)	01/15/03	I spoke to the operator immediately after this incident and coached her regarding procedures, explaining that if you cannot positively identify the background noise, it should not be typed. Reminded the operator of the importance of absolutely faithful transcription of a conversation. Letter was sent to the customer.
11751	01/16/03	3	Customer told the operator to press 'five' several times and the operator didn't respond so the customer just hung up. Apologized and told the customer that a supervisor would be notified. Customer wants a follow up call.	01/18/03	Met with agent. Coached agent on the importance of responding in a timely manner. Followed up with the customer. Apologized to the customer for the inconvenience. Told her that the agent was coached on the importance of keeping customers informed and on the importance of responding in a timely manner. The customer was satisfied with the resolution provided.

8742	01/17/03	5	VCO was on the call a long time with several options and then after getting someone to talk to the VCO saw 'GA' started to talk and then no response. Turned volume up and asked operator if he could hear her - no response then she turned up her volume and heard a busy signal. Operator had hung up on her. She felt humiliated and would like someone to get back to her to find out if it was an accident or on purpose. She did not receive any info that her party had hung up. Her call was not completed. Customer would appreciate a call back.	01/17/03	Talked to operator immediately. Asked him about this call which he remembered. He said he was typing the long conversation from Social Security employee when the inbound suddenly disconnected. Reviewed disconnect procedures and urged the operator to be very careful in the future. Quality assurance will monitor closely for the rest of the month. Follow up letter sent to the customer.
8743	01/18/03	21	I was called over to handle an irate woman who requested a supervisor when an operator called me over at the same time saying she had just had a woman on the phone who was irate and swearing and threatening her because of the message she was relaying. This operator said that the person who placed the call a TTY user told her threatening things to say to the woman and had asked that the operator not announce relay. however the operator did state the name of the caller. The woman on the other end began screaming at the operator and immediately dialed relay back and asked for my name another operator's number (the one who called me over) and when I tried to explain to her how Relay works and what had happened she said she was suing me and the other two operators here. She then hung up on me. So I could not explain the relay process to her she was beyond listening to anyone at this point.	01/18/03	This supervisor requests that the account mgr contact this woman as she would probably appreciate a follow up. The operators and the supervisor her (myself) did nothing wrong and behaved with the utmost respect to this customer. She refused to listen to any explanations but said that she was suing us all. Acct mgr spoke with training mgr who spoke with supervisor agreed calling customer would be inappropriate as permission was not given.
8743	01/18/03	21	I was called over to handle an irate woman who requested a supervisor when an operator called me over at the same time saying she had just had a woman on the phone who was irate and swearing and threatening her because of the message she was relaying. This operator said that the person who placed the call a TTY user told her threatening things to say to the woman and had asked that the operator not announce relay. however the operator did state the name of the caller. The woman on the other end began screaming at the operator and immediately dialed relay back and asked for my name another operator's number (the one who called me over) and when I tried to explain to her how Relay works and what had happened she said she was suing me and the other two operators here. She then hung up on me. So I could not explain the relay process to her she was beyond listening to anyone at this point.	01/18/03	This supervisor requests that the account mgr contact this woman as she would probably appreciate a follow up. The operators and the supervisor her (myself) did nothing wrong and behaved with the utmost respect to this customer. She refused to listen to any explanations but said that she was suing us all. The operators did their jobs in this instance. I spoke to both of them and they relayed to me that indeed it was a threatening phone call but that they had to read what was typed and not announced Relay. No further action required.
6344X	01/20/03	0	VCO user said that agent typed too slow responded too slow after the GA Also typed what VCO user said. Team Lead apologized to VCO offered to switch agents (which VCO user wanted). Resolved the issue. VCO user was satisfied with the agent switch.	01/20/03	Coached agent on staying focused on the call.

2022K	01/21/03	05	Operator disconnected her call while she was talking. Customer called back and spoke with the supervisor and asked that receive a return call explaining what happened. Please call the customer. Apologized to the customer. Indicated would forward the complaint to Relay Center where agent was located for investigation and follow up.	01/23/03	I spoke with the customer and explained that we had no operator under that number (it is a training number and the trainees were not on line then) and that we had no way to track the agent/operator in question. I again apologized for the inconvenience and requested that if she has any further problems with anything related to her calls to please let us know. The customer was very grateful for the contact - very appreciative - and hopes that this doesn't happen again
3333H	01/22/03	5	VCO customer said that operator typed sksk and hung up did not send the person hung up macro and did not switch over to see if he wanted to make another call. At the start of the call the operator asked customer to repeat the number and customer responded by saying "do you need a hearing aid" and he thinks this may be why the operator hung up. Apologized to the customer and assured him a complaint would be documented. No follow up necessary	01/23/03	Operator said she thought there was a disconnect from the inbound caller (Disconnect banner) and had no reason to send a "Person hung up" macro nor switch over. Coached CA not to release before disconnect and reviewed Person hung up and switching back.
3324H	01/22/03	3	Customer called in thinking he was speaking to the relay operator he asked what number the agent dialed. The customer stated that he gave the agent number to dial and the agent dialed a wrong number the customer then asked what number the agent dialed the agent refused to answer and transferred the call to customer svc without the customer's knowledge. Apologized to the customer for the confusion and inconvenience. Let him know I would write this up and fwd on to the appropriate center and let him know that since there was documentation we would be able to obtain credit for the call if he was charged for it. The customer does not want contact with resolution.	01/23/03	Spoke with the operator. She remembered the call and said that she transferred this customer because she thought she could not answer his question without breaking transparency, so she transferred the customer to customer service. The operator was coached on how never to transfer a call unless specifically requested to by a customer and to make sure that the operator answers the TTY user's questions. Operator stated they understood and agreed.
3324H	01/22/03	4			
3324H	01/22/03	21			
3343H	01/24/03	03	VCO reports receiving a call and operator did not send announcement. Operator started typing conversation. VCO asked operator to identify herself. Operator did not respond. VCO requested again also saying it to the caller and finally the operator sent the initial announcement including her operator #. VCO upset, wasn't informed that call was coming from Relay. VCO also receives calls directly from TTY users. Customer Service rep apologized for the problem and advised the complaint would be forwarded to the supervisor.	01/30/03	CA # doesn't exist.
3343H	01/24/03	04			

3344H	01/25/03	11	VCO customer stated CA answered her call and she gave her the number to dial and then the customer said, "please ask for Jack or Fran." The CA then typed, "Relay did not hear whether you wanted to use VCO or TTY?" Customer then said, "Have there been any changes in Relay? If I call in VCO then doesn't it make sense to you that I'm going to be using VCO unless stated otherwise?" Customer wanted to know if there were any changes in this that she was unaware of. Customer Service rep stated that, no, there were no new changes in this and that the complaint would be sent to the supervisor so they could investigate further and coach the agent on correct procedure with VCO calls. CS rep also thanked the customer for letting us know about his.	02/23/03	After speaking with CA she remembers in the customer notes that they said VCO or TTY that is why the agent asked.
3383H	01/31/03	11	VCO customer called to say that operator did not respond when she was voicing the number to call. Customer notes clearly states she is VCO and she is also branded VCO. This call took place a few days ago. Customer Service rep apologized to the customer for the problem and assured her this would be documented.	01/31/03	Spoke with operator about this call. She had no recollection of it. Operator was coached on branded VCO calls and reminded how critical it is to be prepared for a ph number when VCO starts voicing. Operator understood.
3382H	01/31/03	11	VCO customer called to say that operator did not respond when she was voicing the number to call. Customer notes clearly states she is VCO and she is also branded VCO. Customer repeated several times and finally gave up. Customer Service rep apologized for the incident and assured her this would be documented.	01/31/03	Talked and counseled operator on VCO procedure and VCO call processing. Operator had no recollection of the call.

February 2003

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
3407H	02/07/03	3	Customer asked operator to explain GA sk procedures to his party. He was on the line with a person who was unfamiliar with svc. Operator did not comply. Advised customer his complaint would be documented. Follow up requested to email.	02/12/03	Spoke with CA regarding his complaint. Also looked at documentation sup assistance form. CA followed procedure by not breaking transparency and participating in the call. Emailed customer to follow up on their concerns. Stated CA was coached on properly handling requests. Emailed customer to follow up on their concerns. Stated CA was coached on properly handling requests.
8752	02/04/03	5	Operator hung up on me. On my printer it said 'due to lack of response relay is now disconnecting.' But TTY user was not typing she is angry. Wants a call back regarding this. Apologized to the customer.	02/05/03	Checked the operator number - the operator this number belongs to had been out on FMLA for the past 6 months, so the TTY user gave the wrong operator number. I called the customer back and apologized for the poor svc she received. I also told her about the operator number not being valid. The customer thanked me for the return call. I urged the customer to write down the operator number at the beginning if the call and then we will be able to counsel the operator I advised the customer to call us back if she receives poor svc in the future. The customer was satisfied.
2398	02/06/03	6	VCO complained about a call to Dr's office yesterday. CA could not spell names correctly. VCO wondering if the CA's hearing is not good I apologized for the trouble and thanked the VCO for bringing this to my attention. Told VCO this would be fwd to the CA's supervisor. VCO suggested that hearing tests should be required. No follow requested.	02/05/03	CA is aware to ask the customer for clarification of spelling when the CA is unsure. Does not recall this situation.
3419H	02/11/03	29	Caller complained that she gave number to dial and operator did not respond. She attempted several times to talk to agent and also type to agent. Finally the agent did respond and informed the caller she could not hear the caller when she spoke. Caller asked that the issue be investigated to see if it was a technical problem with equipment or if it was a problem with the agent. I apologized to the customer for the problem and let her know a complaint would be issued to investigate the matter further. No call requested.	02/11/03	CA was not working at the time of this call, no follow up necessary.
3432H	02/14/03	2	VCO reports CA didn't follow CDB notes instructing CA not to type recordings or answering machine messages CA typed recording VCO requested to speak with the supervisor and supervisor Lezlee assisted and offered to transfer call to relay customer svc for possible credit. VCO reports that supervisor didn't understand how serious the problem is when CA's misdial. Apologized for problem encountered advised would fwd to mgmt. requests AM contact	02/19/03	Coached agent to read and follow all notes. Contact customer and apologized.

3443H	02/18/03	33	TTY customer unable to call Israel for the past two weeks. Recently changed COC to Verizon and unable to complete calls to Israel since the change. Verizon advises problem is relay. Customer requests contact ASAP. trouble ticket# 734875	02/19/03	Problem reported fixed by the tech on 2-19-03. Left message for customer on voice machine.
3252H	02/20/03	24	NY TTY user can not make LD calls from her home through relay dialing to a number 14 miles away. Receives recording. Apologized for problem and let her know I will have relay techs check into this. Customer wants contact from acct mgr. TT#I00074292	03/18/03	TROUBLE TICKET results - The first number completed fine and the other number is invalid. Notified acct mgr of resolution. Attempted to contact customer 2/21 11:10a - no answer; 2/21 2:25p no answer; 3/18 - called no answer then busy. Unable to reach the customer.
2364	02/20/03	5	TTY user said he was placing a call and wanted the CA to redial and the CA hung up on him. Said CA was being a jerk and did not do as instructed he was still on the line asking the CA to redial when his signal light told him the CA had hung up. Would like follow up.	02/22/03	CA does not recall call. CA coached on proper disconnect procedure as well as acceptable behavior when dealing with customers.
2364	02/20/03	17			
3470H	02/24/03	2	Caller said the operator made three mistakes. Upon dialing the call caller intercept was reached and operator asked for caller's name operator then redialed the number without callers instructions to do so. 2nd the caller told agent if a voice mail is reached she wanted to leave a message and instructions were in caller notes for reaching answering answering machine that included typing a :beep" signal for caller to leave msg. Caller said the agent did not type the beep to leave the msg. Caller said when she asked operator if she had read the customer notes the operator hung up on her. CS rep apologized to caller for the problem with the operator and let her know a complaint would be sent to operator's location. No call back requested.	02/25/03	CA was able to demonstrate correct procedure. Coached CA on always reading and following customer notes to the 't'. CA said the VCO customer asked her in a very angry tone if she had read the notes. The CA responded to the customer one moment for a supervisor because of her tone. The ca said the supervisor was about to take over the call when the IB hung up CA did not disconnect the customer. Coached Ca on never disconnecting a call without supervisor approval.
3470H	02/24/03	5			
5392	02/26/03	12	VCO user was referring to a complaint on a call yesterday (no ca# provided) in which the VCO user was trying to do a 3 line conference call there were difficulties in processing the call and customer was on how to notify the relay at the beginning of the call so that this call type can be processed correctly. The VCO user seemed content with this info and thanked the relay for helping. Relay thanked the caller and wished them good day and apologized for the inconvenience	02/26/03	As there was no CA number, no follow-up with the agent is possible. Apologized to customer and explained how to coach relay in beginning of call. Customer was satisfied.
8760	02/26/03	5	I repeated myself 4x and the last time the operator hung up I kept repeating myself over and over and she wasn't dialing the number maybe something was wrong with her keyboard. Customer was assured that the operator would be coached about this. No follow up needed.	02/26/03	Operator explained that she was only getting the last 4 digits of the phone number the VCO user was speaking before the GA and therefore the operator wasn't getting the whole number. Coached operator and explained to her that she should type to the VCO please wait until the GA before speaking. Operator understands fully and is aware that disconnecting a call is grounds for termination

3480	02/27/03	5	SRO customer states when he was making a relay call that the agent said "if you didn't know directory assistance number then you shouldn't have put any number, and then he disconnected me". Customer was very concerned that the agent would be disciplined as this made them angry and mad and wants follow-up. I apologized to the customer and thanked them for letting us know.	02/28/03	Unable to follow-up due to no names provided - Bill Stricklen. Spoke with operator. He does not remember such a call coming through. His team leader reminded him of the penalties for disconnecting a customer, and the operator was coached on how to be polite and professional to customers in any situation.
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March 2003

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
6405x	03/04/03	5	Agent didn't do job kept doing all over and repeating three times and hung up on me. Apologized for the problem thanked him for taking the time to let us know would fax to supervisor. Customer would like follow-up call.	03/05/03	Operator pulled for discussion - operator did not work on the day the call was made. I contacted customer to let him know that the operator did not work that day. Customer said the operator number was 82 something her hadn't written it down. I apologized to customer for the service he received. I explained how ASCII works and that that probably was the problem on this call. AS the operator asked him to repeat the number 3 times. it Cycled 3 times no response and the call disconnected. Customer thanked me for getting back to him. He was satisfied.
3499H	03/04/03	24	TTY user in NY can not make LD calls via NY relay. She received your LD is temporarily disconnected. I had previously entered her carrier of Power Net LD into the database but she was unable to make either LD or international calls. Apologized for problem and agreed to enter TROUBLE TICKET for technician to check into this. Customer would like contact. TROUBLE TICKET #I000770381	05/28/03	Reached customer. She can now make CO calls.
3002-I	03/06/03	26	TTY customer has a new digital cell phone that gets garbling through relay. He uses an Ultratech Compact that has just been released on the market. He wants relay computers to be adapted to the new TTY digital cell phones. CS rep took all the technical data customer provided and opened a TROUBLE TICKET. Apologized to customer and stated a tech will research the problem. TROUBLE TICKET# I000775177	03/26/03	Tech left message for customer. Explained that minimal garbling may occur. We do transmit at same baud rate.
8765	03/06/03	9	VCO user received long distance call from her daughter in Louisiana. Operator was not typing anything while voice person spoke and then did not respond when VCO user spoke to her so callers ad to disconnect. Customer very upset. Supervisor apologized to customer and assured this would be fwd to appropriate center for agent follow up. Customer did not request follow up.	03/10/03	Supervisor apologized to customer and assured this would be forwarded to appropriate center where operator is located, and someone would coach this operator immediately. Upon receipt of complaint, customer seemed somewhat satisfied and did not request a further follow-up.
8766	03/07/03	3	This operator seemed new to me. She didn't send the ringing macro didn't tell me anything about the call was it ringing or busy etc. And then hung up on me. When I said I was going to report to her to a supervisor. Thanked VCO customer for her comments. Told her I would be notifying her TL about his and should be spoken to ASAP about this behavior. Customer thanked supervisor and was satisfied.	05/28/03	I thanked VCO for her comments. Told her that I would be notifying agent's team leader about this and agent would be spoken to immediately about this behavior. Customer was satisfied with this. In speaking with agent, agent doesn't recall this incident. Agent was new and has since received additional monitoring and training

8767	03/07/03	5	Customer asked operator not to type the recorded msg. Operator then hung up. Thanked customer for feedback Assured him that we would speak to the operator involved with is call. No further contact required. Customer was satisfied.	03/07/03	The operator was approached about this incident. The operator did not remember the call. She was coached about the fact that hanging up on a customer could lead to termination of employment. Customer did not recall any computer problems which would have led to this. Reinforced that operators are never to hang up on customers. If there is a problem get a supervisor. Operator stated she understood.
3007-I	03/07/03	5	VCO reports making many calls and then needed to look for next number to call VCO forgot to tell agent he would be looking up the number. After a short period of time the agent asked VCO what number he was calling. VCO apologized for not telling agent he was looking for number and then requested agent hold until he found number and then requested agent hold until he found the number agent asked again what number he was calling then agent disconnected without warning VCO reports this has been happening more frequently agents do not wait and agents do not give any indication they are disconnecting. Apologized for problem encountered advised complaint would be fwd to supervisor. VCO customer requests contact regarding this issue	03/10/03	Coached agent. Agent does not remember. Anytime about a disconnect. Called customer and left an message and apologized.
3029-I	03/14/03	21	TTY caller was upset with an agent for telling her she should not use 711 and that it was only for hearing persons to use 711 to use relay. The problem came about when caller had a hard time getting through it took a while before her call was answered. Caller asked why it took so long and that was when agent told customer not to use 711. I apologized for the problem and let caller know that a complaint would be issued. Caller did not require a call back.	03/18/03	Reviewed complaint with operator. Operator explained that he thought 711 was only for voice customers. Supervisor told him that it is a universal number for anymore (voice or TTY). Also informed operator that if he is aware of a call procedure he should call a supervisor.
8777	03/18/03	8	I called a hearing person - he hated her because she sounded very lazy not excited about people. The hearing person called me back - said she sounded lazy not like relay. Thanked customer for giving us feedback - was told that the operator would be coached. No further contact required.	03/18/03	Complaint was reviewed with operator supervisor explained to operator that she needs to use voice tones and show enthusiasm in her calls. Explained that different emotions will call for different voice tones. Operator informed that she needs to be more vocal and less monotone.
8788	03/28/03	17	This operator was very rude she kept typing xxxxxx,xxxxx. I told this operator stop the operator kept typing xxxxxxxxx. The operator explained the customer explained the customer didn't give area code and when the number showed on the screen they said it to the operator DUII repeatedly across the screen the customer was very abusive told the operator next time call supervisor over.	03/28/03	I tried to explain to the customer that maybe operator was having some technical difficulties. Customer said no the operator was very rude. I asked did any of the message come clear across the screen. Customer said no the operator kept typing xxxx I apologized for the operator and she will be coached and thanked the customer for using relay.

8789	03/29/03	5	Operator hung up on me. I was typing and she was ignoring my msg.	03/29/03	Apologized for inconvenience Assured caller that operator would be coached. Informed operator that disconnecting is grounds for termination. Coached operator and explained to her that if she is ever having difficulties with a call to make sure call a supervisor over also in the case of an ASCII rollover wait until TTY tones are no longer heard then switch to F1
8787		3	TTY user stated upon reaching an answering mach customer requested for relay to keep dialing bit type answering mach message anymore. Customer stated that relay did not follow instructions and hung up on me. Customer feels this is a very rude and this was a waste of time.	03/28/03	Operator stated that upon first dial she began to type but then realized it was an answering mach and hung up. At that time TTY user asked why did you type and not hang up. Operator informed customer at that time she did disconnect. Operator admitted he couldn't tell in beginning that it was answering mach but says she did not hang up on caller. I did advise that hang ups can result in immediate dismissal
8780	03/21/03	17	The customer received a relay call this morning and had several complaints, among them : the CA did not type information correctly, the CA was rude and abusive, and the CA was slow and told the customer to wait so he could catch up. All of these things upset the customer. Several minutes into the call the customer asked if the CA was ready. The CA did not respond and instead typed to the customer 'are you ready?'. Apologized to the customer and said we would discuss this matter with the CA. This satisfied the customer.	03/24/03	Had a discussion with the operator and he explained that he voiced several times to the customer that relay must type verbatim everything heard. The operator used the pacing verbatim. The operator was also repeating the last 5 or 6 words used. The operator said the customer was speaking very fast and kept speaking to the operator instead of to the caller. In trying to take the operator out of his role, the operator said he felt he was getting abused. The caller was saying he was not doing his job, claiming that he is not supposed to type verbatim what he heard. The operator also said that the caller was extremely rude and that the TTY caller told him to stop being rude to the operator. At the end of the call the customer asked for the operator's number and the operator complied. The operator was following procedures by staying in his operator role and trying to process the call.

April 2003

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
8792	04/01/03	26	TTY user Supersprint 4425tty and when the operator typed it was getting numbers and strange words. Complaining that it was operator lousy typing. I explained that it was not the operators fault.	04/01/03	The supervisor supervised this call. The supervisor stated that on the screen the words were clear. The operator understood that this was not her fault.
2481	04/03/03	5	VCO complained that the operator hung up on the voice person VCO says that instead of saying (person hung up) operator needs to say the line disconnected not just person hung up. I informed the VCO that operator doesn't know any info about the call. Other than the person hung up. Also informed that relay was having problems with lines disconnecting and would write a TROUBLE TICKET. Also told VCO that the operator followed proper procedure in the disconnected line. talked to operator said heard a click saw the green box and heard a busy signal told VCO person hung up. CA followed relay protocol. TROUBLE TICKET# 854332	04/09/03	Situation resolved. CA followed relay protocol. Tech could not reproduce the problem.
8796	04/04/03	17	The voice person picked up the phone and was yelling hello hello and then realized she was yelling in the relay operators ear. She apologized and explained she thought her phone had died. Operator did not say that is ok and seemed very rude I and kept voice caller big sighs to express his distress and distress and disgust and this behavior is very rude.	04/04/03	I spoke to operator and emphasized that rudeness will not be tolerated. The person made a mistake and when she apologize he should have acknowledged her. I also explained that no matter how frustrating a call is the operator cannot sigh and exhibit signs of rude behavior. Also advised him to repeat behavior of this nature can lead to corrective action.
8797	04/07/03	8	Did not want her info given out. When the call ended voice asked of the person hung up and operator said in a sarcastic voice please speak directly to the caller. Voice person asked to supervisor why was he so sarcastic he could have just typed it. I wouldn't usually complain but was so sarcastic. Apologized to the customer.	04/07/03	Spoke with operator and explained to him we need to maintain a professional voice image its not what you say but how you say it. We also reviewed the proper procedure in the situation by saying things like ma'am your party is still connected but there has not been any response. Operator understood completely and was satisfied after the discussion.
3923	04/07/03	3	NY VCO was frustrated with agent. She specifically asked this agent to not announce relay and to just give the GA when OB party answered. The agent dialed out and when the OB answered kept typing hold, holding.....Customer tried to get agents attention but agent's attention but agent never responded. The agent did not follow instructions that were given and the OB person was my mother who gets easily confused. Apologized to the customer for the difficulty in getting her call placed as instructed. I said I would informed the agents supervisor so they could go over the complaint with them.	04/08/03	Coached agent on following customer instruction and notes. He said he realized his error as soon as in happened. No customer followed up requested.

3119-I	04/13/03	2	NY VCO user upset that agent did not follow instructions she explained at beginning of the call. Customer felt agent argued with her and got snippy with her. Supervisor assisted and this upset customer further. Apologized for the call and explained that complaint will be sent to agents supervisor for resolution. Customer does not request contact.	04/13/03	Agent was coached and informed to follow customer notes.
8798	04/14/03	21	Every time I call relay I have troubles. There are misdials or the operator says "huh?" or what is the number. Customer wants to know what is going on.	04/07/03	Apologized to the customer that she is having troubles with any operators. Told her that the comments would be reviewed. Thanked the customer for taking the time to call and assured her that NYRS values all comments on its svc.
3128-I	04/16/03	18	Voice caller left a message on TTY answering mach and operator kept interrupting, Dog was barking on background and operator said to wait that operator had to type dog barking. Voice caller told operator they had lost their train of thought and operator type that voice caller reports the operator is rude at end of message voice caller said end of message operator typed end of message when voice caller asked operator to read the msg. The operator read the message which included dog barking voices in background end of message read the message voice caller had ever experienced this problem before and is embarrassed that message was left in this way. Apologized for problem encountered advised complaint would be fwd to supervisor. Customer did not request contact.	04/21/03	Operator is instated to type everything heard which is what happened. Explained to operator that it is ok to read message back but not necessary to include in typed messages.
8799	04/17/03	5	Customer stated that operator dialed number and rang 2 times and then hung up on them. Customer wanted to know what is going on. Apologized to customer for any inconvenience and ensure them that the agent will be spoken to. Customer was satisfied.	04/17/03	Spoke with operator and he stated that he dialed the number and typed (line is static) and waited for 2 minutes no response from TTY user and hung up on them I explained that he has to wait 3 minutes for response and ask supervisor for permission to disconnect. Reviewed procedures to ensure it does not happen.
3930	04/22/03		Customer said she had had it with this operator when ever she gives this operator an number to call the operator waits a few seconds and types is that a GA. Explained to the VCO customer that operator is not suppose to process a call without the GA.	04/22/03	Spoke with the agent regarding this situation.
3149-I	04/23/03	2	Customer made a call in mar 2nd with this operator. Her notes say that AT&T is her carrier and the COC is selected as such. The call went through Sprint instead of ATT. Thanked the customer for calling let her know I would write up and fwd to appropriate center. Offered to send 3 15 min calling cards when we receive then since the amt was nominal customer agreed. Also let her know that I would get with the trainer in regards to the wording of her notes to see if there was a better way to list ATT as her carrier. Customer does not want contact with resolution.	04/23/03	Discussed with agent. Since it was so long ago she doesn't remember. Agent knows when call come through database. She shouldn't change LD carrier and doesn't know what happened

3157-I	04/25/03	3	Customer states operator should be told that she has no right to argue with a customer. Customer told operator she was 'calling to the answering mach of a friend and would like to leave a message the first time and to give me a beep GA." Operator did not follow customer's instructions and became argumentative when questioned. Rep advised customer that the supervisor would be notified. Thanked the customer for bringing the matter to our attention. Follow up requested	04/25/03	Left message on TTY apologizing and explained that agent was coached. Agent felt that she followed the customer's instructions as directed.
3157-I	04/25/03	17			
2502	04/26/03	11	VCO customer stated they had a horrible operator. Said person got so angry that they hung up (VCO referring to OB voice). Said they were holding and received no response from operator. Customer does not want call back. Apologized to caller.	04/28/03	Spoke with operator immediately. Reviewed VCO call processing with operator and coached her on procedures with customers. Operator remembered this call and had called a supervisor over for an assist. OB party had said she understood the relay but didn't and operator was explaining VCO to the OB disconnected operator says
8802	04/26/03	5	Customer called friend and they were talking. All of a sudden call got disconnected. Customer was upset why not the operator call back and explain what happened. Wanted relay to call her friend and explain what happened as she is a first time relay user. Customer wants credit on call that got disconnected.		I apologized for the inconvenience told customer I would follow up and have someone call. Transferred the customer to customer service. The operator is new at relay and did not know she could get a supervisor to assist with a technical problem. The operator said both parties were on a call and all of a sudden the outbound flag came up and disconnected. The outbound caller hung up; she did not know if caller hung up or if we disconnected. When the TTY user was typing they stopped in the middle of the message as if the computer froze up. The operator typed to the TTY user and they did respond and then hung up. Supervisor explained to the operator the procedure of noticing something unusual with the call, especially if it is a computer complication, and seek assistance when necessary. The operator understood fully. Called customer back and told them account manager will discuss the situation further with
8803	04/29/03	6	Operator did not have good spelling. When TTY customer informed operator that message needed to be correct and clear the operator told her spelling was correct on her screen. Customer has TTY tape showing errors. Apologized to the customer.	04/29/03	Spoke with operator and asked her to please be careful in typing. If an error is made she needs to backspace and re-type the word. Also informed operator that no matter what a customer says we should not become argumentative call a supervisor if need help in handling a situation.

3124-I	04/14/03	Customer feels that relay service is very bad, and has several reasons for this. It took three minutes to get to her call, and in this time she had three operators before even dialing out. The customer says that operators always ask for her to repeat herself, tell her that she's too loud, and that they often misdial the number she gives to them. The customer did not have any operator numbers and was uncooperative with the person taking her complaint. She wants a follow up from the account manager. The person taking the complaint apologized for the problems she's had and told her that the account manager would contact her.	05/15/03	Called and spoke with customer. Customer has had no further issues. Appreciated the call.
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May 2003

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
3181-I	05/01/03	25	Caller was disconnected in middle of call - thought it might be a technical problem. Apologized to customer for the problem. No follow up requested.	05/10/03	CA said keyboard locked up and unable to type to VCO customer. CA felt helpless unable to inform VCO person - supervisor was called and every attempt was made to correct problem before shutting computer down.
3180-I	05/01/03	25	Caller gave agent number calling to and was disconnected. Caller thought it might be technical problem. Apologized to customer for the problem. No follow up requested.	05/05/03	There is no agent with that number at this location. No further follow up possible.
3193-I	05/03/03	11	Customer gave operator a number to call but nothing happened. Customers notes provided his instructions and his line is branded VCO. Customer stated he waited 5 minutes for the operator to dial the number he requested. He wants this operator coached on proper VCO procedures. Apologized and stated the supervisor would be notified.	05/05/03	CA was coached on the importance of obtaining a supervisor and not to handle instructions that were confusing. Discussed proper VCO procedures.
8808	05/06/03	5	Customer was on a call with someone talking business. Both operators hung up on him. Assured customer that there would be follow-up with the operators. Customer wants a follow-up from someone in charge with explanation of why they hung up.	05/06/03	Spoke with both operators at different times. Both said the outbound line disconnected with the voice user still on the line. First operator was typing, looking at the keyboard, and when she looked back up, the disconnect banner was up. Second operator stated that a red banner showed the inbound disconnected, this showed up on her computer and she informed the caller that the inbound TTY user hung up. Supervisor assumes that there may be something wrong with the TTY user's phone line. Team leader tried to contact the customer twice, but got no answer either time.
3207	05/07/03	21	Caller said supervisor was rude to him. He had no identifying name or number. Apologized for the problem and let him know a complaint would be sent to acct mgr. Acct mgr will follow up with this customer.	05/16/03	Unable to follow up with the customer as there was no contact info provided.
8810	05/08/03	17	The operator was rude. I think she needs a retraining in courtesy. Customer went on and explained that there was a long pause between the voice person and VCO conversation and she was kind of rude when she asked if that was a GA. VCO user disconnected the call. Computer timed out after 30 sec. No further follow up requested.	05/08/03	I was not able to explain to the voice user relay procedures due to the fact that the inbound caller hung up. I explained to the operator the procedures for asking is that a GA. And we discussed phone image on the floor. Operator understood the procedure and will ask for assistance if needed.
8809	05/09/03	17	I didn't like the attitude of this operator. She is very rude and unprofessional. I think you should give her some kind of disciplinary action. Thanked customer for his feedback and informed him that the operator would be spoken to.	05/12/03	Operator was spoken to. Team leader coached her on how to be pleasant, friendly and professional. Operator stated she understood.

3216-I	05/11/03	29	NY VCO user did not received NYRS greeting had to ask who was calling, very frustrated. Customer unsure if agent error or system error. I test called through MORS, NYRS and dialed to her number direct with all greetings info show. Apologized for problem explained that agents have no way to interrupt the greeting through the computer. No contact requested. TT#921846	05/12/03	trouble ticket results - still could not reach customer. Left message to call customer service if they are still not receiving the greetings on their TTY. they need to let customer service know what the best time to reach them is so I can troubleshoot with them. Technician tried to reach customer several times. Not able to. No further action possible
3228-I	05/13/03	11	Customer states agent was rude. Customer gave the area code and number to dial and agent did not dial the right area code. She dialed a local call. Customer corrected agent on the area code that he had said he had given her. Agent typed to customer that he was wrong. Customer states that they don't have a problem if the agent apologizes. VCO customer states this agent wanted to argue so he hung up. Customer states he knows VCO procedures but this agent doesn't. Thanked the customer for calling and apologized for the frustration. Explained to customer that occasionally the area code is spoken before the agent is able to hear him speaking. Customer said he's aware that it can happen and if the agent is nice about it he understands.	05/17/03	Agent remembers a person getting upset with him for dialing a wrong number. He stated to caller what number he dialed. He was told to dial but agent says he was not rude. Supervisor left three messages with the customer concerning the resolution, and received no reply. The agent was coached on VCO procedures, and was warned about rudeness to customers.
3228-I	05/13/03	17			
3231-I	05/14/03	24	NYRS TTY user dialing number and receiving no answer just continual ringing. Apologized for problem and let customer know I can not test call 900#'s but did agree to enter a trouble ticket for technicians to check this for him. Customer dies not want contact. TT#929639	05/14/03	Tech was unable to reproduce problem. Number works. Customer does not want a call back.
3242-I	05/18/03	2	Customer called to NYRS and asked the operator to dial her voicemail. The agent informed her that all info about her voicemail was there except the number. There was a note in place that the customer uses frequently dialed numbers, which is where her voicemail number is located. The operator did not check the FD list after being asked to dial voicemail. Thanked the customer for calling in let her know that I would write this up and fwd it on to the appropriate center. Apologized to the customer as I had just updated her database records earlier this morning in regards to her voicemail. Customer does not want contact with resolution.	05/18/03	Operator was pulled for discussion. Said remembered the call and did ask for the number without checking the FD database, Procedures fir use if FD database were discussed with the operator. Operator understood.
2537	05/23/03	17	VCO customer called a place of business four times though relay. Each time outbound disconnected. VCO then asked relay operator if it was the same voice that hung up on him each time. Operator said operator does not have that info. Customer became angry and asked for supervisor. I explained the procedure to the customer and advised him to contact the account mgr. Customer said they would. No call back requested	23-May	Operator followed confidentiality requirements perfectly. Understands that once the outbound person hangs up they can only describe them with the approved descriptive words. Operator understands Importance of being polite and professional.
8817	05/23/03	9	Customer had a relay operator who didn't type what he said verbatim, and was rude. Customer wants to make sure this doesn't happen again. Customer cannot remember the agent's number.	05/24/03	Team leader contacted the customer at home. TL explained that without an agent number, that we would be unable to coach the agent. Customer was satisfied by the end of the call.

8817	05/23/03	17			
8819	05/26/03	29	<p>Customer was upset that she cannot get to a relay operator when dialing an 800 number; it just rings and most of the time, and when it does connect the operator sounds drunk. Customer was initially referred to customer service and received TTY tones, yet no one came on.</p> <p>Customer says that these sounds are abusive and if there is no resolution to these problem, she will call Better Business Bureau and make sure our service is discontinued. Team Leader tried to calm the customer down in order to talk about a resolution. Customer wants a follow-up from the account manager.</p>	06/10/03	<p>Called customer back and customer states there have been no further problems. All is well.</p>